

## Role Profile

<b>Job Title:</b>	Creative Programmes and Education Coordinator
<b>Location:</b>	Based in one of our Plymouth offices but also when appropriate working from our Liskeard site. There is some opportunity for remote working.
<b>Hours:</b>	35 hours per week to be worked flexibly including evenings & weekends to suit the needs of the business.
<b>Salary:</b>	Starting from £25,750 depending on experience

## About Real Ideas

Real Ideas Group works to solve problems and create opportunities that regenerate communities and support individuals to progress and flourish. The Group is comprised of multiple teams, each growing a specific area of practice in relation to our core themes: Public Engagement, Creative Business Development, Creative Digital Education, Developing Pathways and Embracing Innovation. These areas of work are often delivered in our buildings, Devonport Guildhall, Market Hall (the Devonport Creative Quarter) and Liskeard Library.

## Devonport Creative Quarter

The Devonport Creative Quarter will support the transformation of Devonport Guildhall into a thriving creative hub, building on the legacy of Ocean Studios and bringing together studios, specialist print facilities, flexible making space, and a vibrant creative community. This transformation brings this expertise and opportunities closer to our other location in Devonport, Market Hall, a home to digital and immersive innovation.

Real Ideas creative skills and incubation programmes offer support to individuals and small businesses to develop practice at the intersection of creativity and technology and build sustainable careers and enterprises in the creative industries, which is currently the UK's fastest growing sector. This is realised through skills development workshops, artist residency programmes, business incubation support and creative commissions.

Our Creative Education work is focused on developing creative aspirations and early-stage skills, and covers a variety of taster sessions, workshops and project delivery in our own buildings and in schools and other settings focusing on immersive digital tech (360 filmmaking, spatial audio, projection mapping), printmaking and the intersection of both.

## Job Purpose

This role comes at a pivotal moment for Real Ideas, as we expand our creative footprint in Devonport, raising the visibility of the emerging Devonport Creative Quarter. You'll play a key role in delivering Real Ideas creative education, skills and business support programmes, and work alongside the relevant Leads to inform and shape the offer.

The Creative Programmes and Education Coordinator will play a key delivery role in the team, supporting the smooth running of our activity and programmes, particularly those taking place in the Market Hall and Devonport Guildhall. This includes delivering workshops, tasters and projects for a variety of schools, groups and other education settings, coordinating creative business events, seminars and one-to-one support, helping build and sustain relationships with a range of participants and stakeholders and raising and sustaining the profile of both the education and creative business support work.

You will be expected to make decisions in your own area of work, use your initiative to direct your own workload and plan the workload and priorities of other staff/volunteers with the support of Programme and Strategic Leads. You will be asked to make informed judgements in relation to your area of work and beyond your own personal workload but within well-defined procedures and policy.

## Main Duties and Responsibilities:

- **Programme Development** – Collaborate with colleagues to develop high-quality creative business support and education content.
- **Programme Delivery** – Collaborate with colleagues to deliver creative programme and education events, workshops and activities both in-house and externally and online using Real Ideas' systems and processes.
- **Programme Administration** – Provide administrative support to successfully deliver creative development programmes, such as communicating with participants, scheduling events, meetings, and overseeing the completion of participant paperwork, and tracking feedback and capturing impact.
- **Marketing & Partnership Collaboration** - Work with external partners and internal teams, particularly marketing & communications, to effectively promote creative education and business incubation programmes to diverse audiences.
- **Programme Coordination** - Ensure programmes are effectively promoted, meet recruitment targets, deliver on time and budget while providing excellent customer experience.
- **Stakeholder Relationship Coordination** - Build productive relationships with partners and stakeholders, represent Real Ideas professionally, and communicate coherently about products and programmes.
- **Professional Standards & Development** - Uphold Real Ideas' social purpose and policies, maintain professional integrity, meet targets, and continuously develop skills, required qualifications and competencies.

- **Operational Excellence** - Use Real Ideas' reporting systems effectively, maintain flexibility for additional reasonable duties, and contribute to an inclusive workplace culture.

#### **Real Ideas wide responsibilities**

- To represent Real Ideas well, understanding and talking coherently about Real Ideas products and programmes to provide more value for customers and members.
- Work collaboratively across Real Ideas Teams through active participation working groups.
- To adhere to and uphold Real Ideas' social purpose, strategic aims and policies.
- To contribute to a culture of inclusion and equality and demonstrate a commitment to removing all forms of discrimination.
- To act with integrity and always maintain the highest professional standards.
- To strive to meet individual and collective targets.
- To maintain the level of qualifications/personal and professional development and competence required to carry out this role and notify the company immediately of any circumstance that affects this.
- To use all Real Ideas systems & processes proactively and effectively.
- Track, report on, push for and celebrate social and environmental impact through the work we do, helping us create more as a result.
- A flexible approach is required for the role.
- Additional, reasonable duties commensurate with the role and as agreed in advance from time to time.

This job description is not necessarily an exhaustive list of duties and is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

## Person Specification

### Our values: How we behave

Working at Real Ideas is exhilarating, but it can also be challenging; we're not a typical organisation and by design, we don't fit into traditional business structures or strict 9 to 5 working hours.

There's nothing typical about the people who work at Real Ideas. With experience in many different industries and cultures the one thing we all have in common is a passion to make a positive difference in the world.

Principally we're looking for people who embrace our vision and values, and who want to join us on this journey. Whilst your technical skills and abilities are important, being on board with our vision is crucial. You'll need to be dedicated, tenacious and enjoy the challenges of working as part of a multi-disciplined team.

In Real Ideas collaboration is key, so you'll need to be a great team player, up for working with a wide range of people from colleagues and partners to members and suppliers. We're interested in finding people who are proactive, hungry for opportunities to be responsible and accountable, and who can ride the waves of change with the wind in their hair and a smile on their faces. And because we always strive to be the best we can be, you'll be happy to challenge and be challenged.

We use the following criteria to assess your suitability for the role. Please note that requirements at the application stage represent the minimum requirements for shortlisting purposes.

Behaviours	<b>Adaptability</b> Looking at your ability to adapt to change	<b>Application/ Interview</b>
	<b>Cultural Add</b> Do you share our beliefs/values and bring about diversity equity and inclusion within Real Ideas?	<b>Application/ Interview</b>
	<b>Collaboration</b>	<b>Application/</b>

	Can you collaborate effectively and work well with others?	<b>Interview</b>
	<b>Growth Potential</b> Do you have the potential to grow with Real Ideas and can evidence goal setting and motivation?	<b>Application/ Interview</b>
	<b>Prioritisation</b> Are you able to decide which task needs to be tackled immediately and which ones can wait – someone who can manage their time and prioritise effectively.	<b>Application/ Interview</b>
	<b>Digital Technology</b> Do you have a proactive approach to using, adapting, and improving digital systems - including automation and AI tools -to enhance efficiency, accuracy and impact?	<b>Application/ Interview</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Level 2 or equivalent numeracy and literacy</li> <li>• We value a variety of pathways into this role and encourage you to apply if you have equivalent knowledge, skills, and lived or learned experience</li> </ul>	<b>Application</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Leading or teaching skills/educational content and workshops.</li> <li>• Delivery of successful work with both young people and adults</li> <li>• Organising events and meetings</li> <li>• Using a range of digital, immersive and/or print technologies</li> <li>• Managing and administering data: using systems effectively, appropriately and securely in line with organisational procedures and legislation</li> <li>• Working within the cultural and/or education sectors</li> <li>• Contributing to the co-design and development of creative learning or business support content</li> <li>• Coordinating or supervising volunteers or junior staff</li> </ul>	<b>Application/ Interview</b>

<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Creative digital technology including immersive media and/or XR</li> <li>• Designing and delivering creative approaches to learning</li> <li>• Health &amp; Safety and Data Protection legislation</li> <li>• Safeguarding procedures appropriate to education and creative contexts</li> <li>• Inclusive practices and the impact of equity and access on organisational culture</li> <li>• Social and environmental impact reporting within creative or educational settings</li> </ul>	<b>Application/ Interview</b>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Delivering work with excellent attention to detail and strong organisational ability</li> <li>• Managing multiple priorities effectively and meeting deadlines</li> <li>• Communicating confidently across diverse audiences and channels</li> <li>• Following instruction while showing initiative when appropriate</li> <li>• Demonstrating determination and grit in challenging situations</li> <li>• Using Microsoft Office, web-based platforms, and HR or data systems proficiently</li> <li>• Applying digital security principles to information transfer, storage, usage and communications, including mobile devices</li> </ul>	<b>Application/ Interview</b>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Willingness to travel across Real Ideas sites as required</li> <li>• Commitment to continuous learning and development</li> <li>• Heart for great customer Service</li> <li>• Enthusiasm for working in a purpose-led, values-driven organisation.</li> <li>• This role will be subject to an enhanced DBS check.</li> </ul>	<b>Application/ Interview</b>