

NEW WRITING NORTH

New Writing North – Job Description

Job information	
Job Title	Programme Assistant (Skills and Engagement)
Location	Based at New Writing North’s offices in Newcastle upon Tyne

Position in Organisation	
Reports to	Senior Programme Manager (Skills & Engagement)
Budget accountability	None

Overall purpose of the job
The Programme Assistant will support the marketing and delivery of a new creative skills offer for New Writing North (NWN) ensuring a high-quality creative skills programme is delivered in collaboration with partners. The post holder will support programme delivery and marketing administratively, scheduling events, training and workshop opportunities, and planning meetings. The post holder will also source and coordinate information for marketing purposes and support with data collection and evaluation.

Responsibilities and Duties	
Responsibility	% time
1. Event and Programme Administration	50%
2. Marketing	20%
3. Evaluation and Reporting	28%
4. Finance	1%
5. Safeguarding	1%

Duties required from each responsibility
Event and Programme Administration <ul style="list-style-type: none"> Scheduling planning meetings internally and with partners Coordinating meetings in person and digitally, including room bookings, refreshments, Zoom and Teams invitations Coordinate event bookings and event listings

Tel: 0191 204 8850
office@newwritingnorth.com
www.newwritingnorth.com

PO Box 1277
Newcastle upon Tyne
NE99 5BP

New Writing North is a registered charity in England & Wales number: 1062729. Company limited by guarantee in England & Wales number: 3166037. Registered office: Ellison Terrace, Newcastle upon Tyne, NE1 8ST



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- Coordination, event support, venue bookings (in person and digitally) for workshops and events related to the programme
- Coordination of travel arrangements as appropriate
- Coordination of programme and workshop leaders for the delivery of programme
- Acting as the first point of contact for audiences and participants to the programme supporting enquiries
- Acting as the first point of contact for volunteers, dealing with their enquiries and coordinating their training, events and placements
- Support the contracting of partners and freelance staff.

Marketing

- Assist with the collection of information including images for use in marketing and communications activity
- Assist with developing and refining content for print and digital communications including social media
- Obtain information when required from platforms including Submittable, Eventbrite, Airtable and Survey Monkey
- Undertake research as requested
- To ensure that all marketing activity adheres to NWN's branding guidelines.

Evaluation and Reporting

- Setting up evaluation and data collection forms for different projects
- Monitoring and chasing up the collection of evaluation data from participants and partners
- Ensure data is collected and logged for each project undertaking data entry into New Writing North's Customer Relationship Management (CRM) and funder data collection systems
- Supporting the analysis of data from projects.

Finance

- To comply with internal controls and standards in the making of expenditure and receipt of income to the programme.

Safeguarding

- To undertake training as required.

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| <b>Knowledge, experience and skills required to do the job</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                               |
|----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Area</b>                                                    | <b>Essential (required)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Desirable (optional)</b>                                                                                                                                                   |
| Qualifications                                                 | None required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                               |
| Experience                                                     | <p>Experience of working in an administrative capacity.</p> <p>Experience of communicating calmly and efficiently with a wide range of people.</p>                                                                                                                                                                                                                                                                                                                                                                                                                  | <p>Experience of working in the cultural or education sectors.</p> <p>Experience of planning and delivering programme in person and digitally and the processes required.</p> |
| Skills/knowledge                                               | <p>Strong organisational skills.</p> <p>Strong communication skills – written and verbal.</p> <p>Confidence with Microsoft Office packages, social media apps and other communication tools.</p> <p>A flexible approach and the ability to problem solve and find solutions when working with different people.</p> <p>Excellent digital skills, and the confidence to navigate platforms such as Eventbrite, Submittable, Airtable and Slack.</p> <p>A self-starter, able to work independently</p> <p>Ability to manage time effectively and prioritise tasks</p> |                                                                                                                                                                               |
| Other factors                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>An interest in contemporary literature and the cultural sector.</p> <p>A desire to work within a small team of people and to contribute</p>                                |

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|  |  |                                                                                                     |
|--|--|-----------------------------------------------------------------------------------------------------|
|  |  | to a wide agenda of work and projects.<br><br>Willingness to travel to achieve workload objectives. |
|--|--|-----------------------------------------------------------------------------------------------------|

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