

JOB DESCRIPTION

TITLE: Programme Coordinator (Learning and Engagement)

HOURS: Full time, 37.5 hours per week – some evenings and occasional Sundays

SALARY: £26,500 per annum

LOCATION: London, NW3

REPORTING TO: Learning and Engagement Producer

ANNUAL LEAVE: 28 days (including Bank Holidays) + Jewish Holidays that fall on working days

CONTRACT: Permanent

PURPOSE OF ROLE: JW3 is London's dynamic Jewish community and cultural centre. The Programme Coordinator for Learning & Engagement plays a central role in ensuring the smooth planning, delivery, and evaluation of adult education and engagement programmes. This role supports adult learning and language classes, hybrid and in-building events, freelance teachers, social action initiatives and community engagement activities. They ensure that operational systems, communications, volunteers, and programme logistics run efficiently while providing a welcoming and supportive environment for all participants, teachers, learners and community partners.

Programme & Event Coordination

- Oversee the day-to-day operations of the adult education programme, including booking appropriate spaces, managing resources, and coordinating technical requirements.
- Set up rooms and technology for all programmes, including welcoming facilitators and participants, preparing materials, and ensuring content is ready for presentation.
- Prepare printed materials, meeting links, hybrid setups, and technical briefings as required
- Manage Zoom operations by creating, editing, scheduling, supervising and troubleshooting meetings and distributing recordings.
- Attend and run events on a regular basis, including some evenings, ensuring high-quality delivery and participant satisfaction.
- Work collaboratively with Production and Visitor Services (front of house) teams to deliver in-building and hybrid programmes effectively.
- Maintain accurate and up-to-date records in venue management system (Artifax) for all Learning & Engagement activities, including all classes, meetings and community programmes such as the Foodbank.
- Produce reports on Learning & Engagement programmes, tracking performance and outcomes.
- Manage multiple inboxes, responding to enquiries promptly and directing communications appropriately.
- Oversee team expenditure, including ordering supplies, processing invoices, tracking receipts, and submitting financial reports to Finance.
- Organise refreshments, couriers, and transport for the team and visiting facilitators.

- Be the first point of contact for the Learning & Engagement team, ensuring correspondence is forwarded to the relevant team member.
- Build and nurture positive working relationships with external stakeholders for the successful delivery of Learning & Engagement Programmes
- Manage the secure storage of any physical resources needed for Learning & Engagement programmes
- Provide some diary management and scheduling support for the team
- Protect and enhance the reputation of JW3, representing the organisation in an appropriate and professional manner to stakeholders, acting as an advocate for the work of JW3.
- Attend all relevant staff meetings, supervisions, training days etc.
- Undertake other reasonable duties as required by your line manager or member of the Senior Leadership Team.

Engagement Coordination

- Provide operational support for Foodbank services including cooking, packing, deliveries, administration, and volunteer cover when needed.
- Handle payments, orders, and travel compensation for volunteers and Foodbank operations.
- Support delivery of NHS Bloodbank sessions and assist with planning and logistics for additional social action events throughout the year.
- Contribute to creating a welcoming, inclusive, and community-focused environment across all programmes.

This role description is not exhaustive or all encompassing. Certain elements of the role may change from time to time, without altering the core premise of the role or the level of responsibility involved. This information will be reviewed and updated as and when appropriate, in consultation with the post holder, to reflect appropriate changes.

PERSON SPECIFICATION

Essential Skills & Experience

- Demonstrable experience of working in an education setting, community organisation or other voluntary or arts learning setting, providing comprehensive support and coordination
- Experience coordinating events, programmes, and/or community initiatives, ensuring smooth planning, delivery and evaluation.
- Highly organised with strong time-management skills, able to coordinate multiple projects and deadlines while maintaining attention to detail.
- Experience of troubleshooting and creatively resolving issues related to processes and systems with an ability to anticipate and resolve issues that arise.
- Ability to navigate competing priorities and manage time-sensitive issues in a calm, professional manner

- Ability to work collaboratively with colleagues and partner teams, with a strong commitment to inclusive practice.
- Confident using digital platforms and tools, including Zoom, hybrid-event technology, and event-management systems such as Artifax.
- Willing and able to work flexibly to meet the needs of the team and organisation
- Excellent written and verbal communication skills, with the ability to build positive relationships with learners, teachers, volunteers, and departments across the organisation.

Desirable

- Experience or understanding of Jewish communal, cultural and/or educational organisations

Personal Qualities

- Demonstrates a commitment to furthering JW3's vision and mission
- Is approachable and able to engage positively with others, building and maintaining strong working relationships
- Has a proactive and flexible approach to their work, including a willingness to work in the evenings, weekends and Bank Holidays, to serve the needs of a community Centre that operates 15 hours per day for 6+ per week

BENEFITS

We offer a wide range of perks and benefits for staff. These are outlined below.

- Free breakfast in the staff kitchen
- 1 free monthly staff lunch
- 1 free tea or coffee a day in our café
- 20% discount in the café
- Season ticket loan
- Employee Assistance Programme delivered via confidential third-party provider (YuLife) + enhanced features:
 - Wellbeing Hub with access to mental health support and counselling and a 24/7 GP service
 - range of benefits, rewards and discounts redeemable through YuCoins that staff accumulate through the YuLife app by doing simple things like getting their steps in or doing a quick meditation exercise!
 - Group life insurance (x2 annual salary)
- 1 free class/course per year (languages, history, current affairs, literature, etc.)
- Refer a Friend Scheme – £150 referral bonus once new starter completes probation
- Discounted and free tickets to events and cinema (free subject to availability, i.e. where there are spaces left)
- Annual leave 28 days incl. BHs full time entitlement (pro rata for part time) + Jewish festivals that fall on your working days
- Cycle to work scheme
- Investment in staff learning and development

- Incremental annual leave entitlement to recognise length of service
- A day off on your birthday
- A day off for volunteering