

ROLE DESCRIPTION

TITLE: Programme Coordinator (Learning and Engagement)

HOURS: Part-time, 30 hours per week (0.8 FTE) Monday-Thursday

ANNUAL SALARY: £21,200 per annum (full-time equivalent being £26,500)

LOCATION: London, NW3

REPORTING TO: Learning and Engagement Producer

LENGTH OF CONTRACT: 3 months (mid-February to end of May 2026)

PURPOSE: 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 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

- Manage day-to-day operations of the adult education programme, including booking suitable spaces, managing resources, and coordinating technology.
- Set up rooms and technology for all programmes, including greeting teachers/learners, preparing materials, and loading content to screens.
- Prepare printed materials, meeting links, hybrid setups, and technical briefings as required
- Manage Zoom operations by creating, editing, scheduling, and hosting 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 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 classes, meetings, and community programmes such as the Foodbank.
- Manage multiple inboxes, responding to enquiries and directing messages to relevant departments in a timely and professional manner.
- Oversee spending for the Learning & Engagement team, including ordering supplies, processing invoices, and tracking receipts.
- 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

- Provide some diary management and scheduling support

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 in May 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.

KEY SKILLS & EXPERIENCE

- **Organisation:** Highly organised with strong time-management skills, able to coordinate multiple projects and deadlines while maintaining excellent attention to detail.
- **Event Management:** Experience coordinating events, programmes, and/or community initiatives, ensuring smooth planning, delivery, and evaluation.
- **Digital Proficiency:** Confident using digital platforms and tools, including Zoom, hybrid-event technology, and event-management systems such as Artifax.
- **Communication:** Excellent written and verbal communication skills, with the ability to build positive relationships with learners, teachers, volunteers, and departments across the organisation.
- **Problem-Solving:** Able to respond calmly, efficiently, and creatively to unexpected challenges or issues as they arise.
- **Teamwork & Collaboration:** Proven ability to work collaboratively with colleagues and partner teams, with a strong commitment to inclusive practice.