

PROGRAMME MANAGER, WEST MIDLANDS

Creative UK is the independent network for the UK Creative Industries, we champion, connect, support and invest in creative people and businesses. Our goal is simple: to cultivate a world where creativity is championed, valued, and nurtured. Our specialist Support programmes offer skills development, business support and investment opportunities to businesses and freelancers working across the UK creative sector.

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Creative UK: West Midlands is part of the Department of Culture Media and Sports's Create Growth Programme. West Midlands Combined Authority, Create Central and Creative UK have secured funding to enable creative businesses to explore and secure commercial investment opportunities. This Programme delivers mentoring, workshops and events that enable businesses to be ready for investment and facilitate access to additional funding from commercial investors.

We are seeking a full-time Programme Manager who will operate at the heart of our Create Growth West Midlands Programme, influencing and developing its design and leading its' successful delivery.

The ideal candidate will be a first-class Programme Manager, event planner, strong communicator, enthusiastic and organised, with exceptional attention-to-detail. You will be part of a growing department, liaising with colleagues across the UK, representing your region within the Create Growth national programme, and supporting and inspiring creative businesses in the West Midlands to flourish and grow.

LOCATION*: West Midlands, Creative UK operates a flexible hybrid working policy, this role will require remote working with the option to work in our Manchester, Bristol or London based workspaces. Candidates should have a willingness to travel across the region.

STARTING SALARY: £35,000 + benefits

CONTRACT: Full time, fixed term until March 2025 with scope to become permanent.

TO APPLY: Email your CV, cover letter and/or 1-2-minute video link* to jobs@wearecreative.uk by Monday 11th Dec at midday. Please complete our anonymous diversity and inclusion [survey](#). Interviews will take place by video conference W/C 18th December, immediate appointment preferred.

*Video link optional. Creative UK is an inclusive recruiter and happy to make adjustments to our selection process by request

Responsible to: Associate Director of Regional Programmes

Responsible for: Programme Coordinator

Key Accountability: To lead on the delivery of the West Midlands Programme with support from Programme Coordinators and the wider Creative UK Team.

Key responsibilities

Communications

Liaise with the Head of Regional Programmes and other Programme Managers, to align activity, create a coherent offer and maximise impact for businesses.

Work with the Communications team to develop, deliver and maintain a Communications strategy that:

- Attracts and engages SMEs from targeted sub-sectors, demographics and geographic areas
- Promotes the Programme regionally and nationally
- Develops and strengthens communication networks and infrastructure within the West Midlands
- Ensures that there is robust communication within Creative UK working closely with other areas of the business especially other CGP area that Creative UK is involved in nationally

Programme Delivery:

Lead the West Midlands Programme Team and work with the wider Support Team and external stakeholders to develop, deliver and maintain the Creative UK Create Growth Programme including:

- Developing the participant engagement journey and data management
- Coordination of SME Diagnostics
- Formation and coordination of SME cohorts
- Programming and managing events and workshops
- Procurement, negotiation and contracting of Delivery Partners and Freelance Contractors (mentors, trainers, speakers, technicians etc)
- Coordination of Programme Delivery Partners and Freelance Contractors
- On-going development of Programme Plan
- Work with the Head of Regional Programmes to manage the Programme Budget
- Liaise with Support Team and Partners to maximise impact and legacy for each SME
- Signposting SMEs to potential investment opportunities provided by Creative UK and other national and regional partners

Monitoring and Reporting:

Work with the Programme Coordinators to ensure:

- Individual Participant engagement journey is monitored, tailored and progressed to maximise impact
- Programme Progress is tracked on a quarterly basis against agreed metrics
- A robust project management system is maintained making sure both quantitative and qualitative data is collected to enable end of Programme Evaluation

Attend relevant meetings with Creative UK teams and external stakeholders, to ensure a fully integrated, value-added approach to business support activity across the organisation.

Research programme contributors and suppliers, with an emphasis on those who evidently pursue sustainability and ethical best practice.

Maintain an up-to-date knowledge of business growth, key players, opportunities, finance, training initiatives, including undertaking appropriate research as requested.

Retaining files where required alongside the grant system which are high quality and compliant for audit and archiving as an evidence base.

Some travel across the English regions may be required.

To undertake any other duties as may be reasonably required. This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.

All staff must develop Creative UK's commitment to equal opportunities and promote non-discriminatory practices in all aspects of work undertaken.

Essential experience, knowledge and skills:

- Demonstrable track record of success in managing multi-partner projects
- A good working knowledge of the creative sector and broader business growth landscape
- A demonstrable knowledge of the creative sector in the West Midlands
- Strong written and verbal communication skills, able to build relationships and work well with internal and external stakeholders
- Effective time management and organisation skills
- High level of competence with Office365, experience of using a CRM
- Budget Management

Desirable experience, knowledge and skills:

- Experience of working with public-sector funding
- Line management
- Grant Management
- Commercial Investment Management
- Business Support Management
- Event and Training Management

OUR CULTURE

All our employees will be expected to demonstrate behaviours associated with our company values. Our values drive the way we work; **how** we do things is just as important as **what** we do.

- ✓ We join the dots; collaboration is in our DNA
- ✓ We support and empower; we are here to make a difference
- ✓ We are curious, open & honest
- ✓ We celebrate difference & value equality of opportunity

THE PACKAGE

- Flexible hybrid working
- Pension enrolment 5% employer contribution from 3 months service
- Mediacash from 3 months service
- BUPA medical insurance & Life Assurance (1 year service)
- Cycle 2 Work scheme, in partnership with Halfords
- Benefits hub, discounts across a broad range of partners
- Employee Assistance Programme, Health Assured
- Mental Health Guardians
- Summer Fridays, finish at 3pm every Friday throughout July & August
- Your birthday off as paid leave, extra days off over the annual festive period
- 2 paid volunteer days per year to give something back to the community

We value difference and celebrate the creativity that it brings. We are committed to improving diversity and inclusion across our organisation and industry by championing a variety of backgrounds, perspectives, identities, talents, and physical and cognitive differences.