



CITY VARIETIES
MUSIC HALL · LEEDS

The **GRAND**
Theatre & Opera House Leeds

HYDE PARK
PICTURE HOUSE
Est. 1914

Learning and Engagement Coordinator

The role of the Learning and Engagement team at Leeds Heritage Theatres (LHT)

Leeds Heritage Theatres is committed to increasing access to, and engagement with, the arts, through our much-loved historic buildings. As part of this, the theatre-based Learning and Engagement Programme widens participation and engagement; develops confidence, aspirations, and skills; and inspires a love of the arts, offering both transferable skills and a pathway into the industry. We aim for inclusivity and accessibility at the heart of everything we do.

Our aims are delivered through training and performance opportunities, including Leeds Grand Youth Theatre (LGYT) and Leeds Actors in Training (LAIT), curriculum-linked workshops, our LHT Unwrapped holiday activities, and creative careers projects. A parallel cinema-focused activity programme is overseen by the Head of Cinema with a focus on delivering its National Lottery Heritage Fund-supported Activity Plan.

Purpose of Job

Providing efficient administration to the Learning and Engagement Team, this role will support the smooth running and development of our thriving creative education programme as we enter a new phase of strategic delivery. The successful candidate will be the first point of contact for enquiries, gaining a thorough understanding of our creative activities, and will play a significant role in supporting the team to provide exceptional and inspiring learning experiences for children and young people.

Working across our three venues, the role will lead on the implementation and smooth operation of administrative systems and processes, ensure information is stored appropriately, and maintain accurate records of payments. Through effective coordination of monitoring and evaluation, the role will source relevant information/data for the team to evidence the impact of our learning and engagement activities and attract funding to continue our work.

Working alongside our Front of House, Technical, and Communication teams and creative freelancers, the role will be a champion for young people and an advocate for the Learning and Engagement team across the Company and beyond.

Main Responsibilities

- To be the first point of contact for external telephone, email, and website enquiries for Learning & Engagement activities, providing a professional and welcoming response.
- To implement administrative systems and processes that ensure accurate and up-to-date record-keeping and data monitoring, and timely processing of relevant documents, to help feed into reporting and evaluation, whilst adhering to safeguarding and GDPR guidelines.

- To keep accurate records for activity delivered, including visitor figures, record-keeping, and payments, liaising with our Box Office team, and using our financial management system.
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Nature and Scope of Role

Enquires and bookings

- To coordinate responses to external queries on behalf of the department, in a timely and efficient manner.
- Respond to initial enquiries regarding bookings with oversight of the team calendar.
- To provide administrative support for the department, liaising with visiting companies regarding access to spaces, coordinating room bookings for workshops, tours, and young people's performances.
- Liaise with the CVMH Programmer, General Manager, House Management, and Technical Teams to book workshop spaces, production weeks, and performances within our venues.
- Request information about access needs from all Learning & Engagement participants ahead of visits and pass on to the team to inform any Personal Emergency Evacuation Plans (PEEPs) that need to be put in place.
- Ensure all team members are kept informed and contribute to the smooth running of the department.

Keeping records

- Lead on establishing efficient systems and processes to coordinate payments, data capture, and evaluation, liaising with the Box Office and Comms teams.
- To keep accurate records of visitor figures, circulate regular monitoring and evaluation summaries providing statistics and infographics to be included in promotional materials, funding reports, and the annual accounts.
- Maintain accurate records of LGYT and LAIT payments, liaising with the Box Office team and Learning and Engagement Officers to identify and chase late payments.

Office Management

- Attend meetings, take minutes, and circulate.
- To coordinate membership packs and completed application/monitoring/bursary forms for Learning & Engagement activities, establishing a system for capturing data in line with GDPR requirements.
- Lead on documenting sessions and image labelling, contributing to the team's wider marketing plans, providing content for social media posts, blogs, and newsletters.
- Support the administration of LGYT and LAIT, including collation and dissemination of rehearsal schedules, scripts, and consent forms.
- With support from the management team, apply for performance licenses and production rights as applicable for any performances produced by the Learning and Engagement team.
- With the Learning and Engagement Manager, ensure all personal data (digital and physical) is stored and reviewed appropriately, in line with GDPR.
- With the team, implement systems for the efficient and appropriate storage of props, costumes, and learning resources.

Promotion and Advocacy

- Regularly review the Take Part Learning pages on Leeds Heritage Theatre's website and identify when information (including images) needs updating.
- Proactively monitor and maintain the team's presence on local and national listings
- Be a champion of the Learning and Engagement Programme; maintain excellent relationships with wider Company departments, effectively communicating our vision, successes, and plans.
- Contribute to newsletters, blogs, and other materials that showcase and promote the learning and engagement programme and wider Leeds Heritage Theatres work.

Support the delivery of the activity

- On occasion, support the safe delivery of Learning and Engagement activities, including LGYT sessions and schools' tours, providing additional support to members with access needs if required.
- When required, support the delivery of young people's performance work as a chaperone.

OTHER INFO:

You will be subject to an enhanced DBS check and will be required to apply for a chaperone license and complete the Working Together to Safeguard Children and Young People Level 1 training and First Aid at Work.

About You

A keen supporter of the arts, with an awareness of how theatres engage with young people, you are looking to play your role in a vibrant, creative organisation.

Highly organised with strong IT skills, you enjoy the challenge of rolling out systems to improve efficiency.

A confident communicator online, in-person, and over the phone, you can work on your own initiative, whilst communicating effectively with the team.

Paying close attention to detail, you will have experience in managing and storing information appropriately, making our exciting work possible.

Essential attributes

- Excellent administrative and organisational skills, demonstrating accuracy and attention to detail, with the ability to multitask
- Strong IT skills, including experience in implementing systems to capture data
- Excellent communication skills, written and verbal
- Ability to work on own initiative
- Team player, able to work in collaboration and support others
- Flexible approach with a proven track record of problem-solving
- An understanding and appreciation of the role of a Learning and Engagement team within an arts organisation

Desirable attributes

- A keen interest in theatre and the arts
 - Working knowledge of IT systems and software, including FMS, Excel, Spektrix, Canva and WordPress
 - Working knowledge of current Child Performance Legislation, Regulations, and Performing Rights Licenses
 - Experience of creating digital resources and/or social media campaigns to effectively promote activity
 - Understanding of the creative and cultural landscape of Leeds and the surrounding region, including relevant networks and partnerships
 - Understanding of administrative processes within educational establishments
 - Working knowledge of safeguarding good practice
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Contract type: Permanent

Responsible to: Creative Learning Producer

Salary: £25,327.26 FTE

Holiday Entitlement: 20 days plus bank holidays, based on a 5-day working week, proportional to the number of days/hours worked

Benefits

Generous average salary pension scheme

Regular staff offers and discounts for our own venues and local businesses

Free to use Employee Assistance Programme that supports your health and wellbeing

Probation Period: Six months

Notice Period: One month

Hours: 37 Hours a week, over 5 days, Monday – Friday. Some occasional evening and weekend working. We encourage flexible working, including home working where suitable.

Working Location: Primarily based at City Varieties Music Hall, Swan Street, Leeds, LS1 6LW or Leeds Grand Theatre, 46 New Briggate, Leeds, LS1 6NU, with some home working where suitable