



Role Title	Programme Coordinator (Creative Pathways)
Job Family	Culture & Heritage, Adults Directorate
Grade	PO2
Competency level	Principal Officer
<p>Purpose</p> <p>The Programme Coordinator will work within the Cultural Programming team, which is part of the Culture and Registrars Service in the London Borough of Waltham Forest.</p> <p>The role has been specifically created to coordinate the delivery of an Arts Council England Place Partnership funded programme: Creative Pathways Waltham Forest. This new multi-year programme aims to put local young people at the centre of cultural programming and delivery, bringing a step-change to how young people shape local culture, build skills & access creative jobs.</p>	

Generic Accountabilities	End Results/ Outcomes
Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information. Manage escalated or complex customer issues within the relevant area.	Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility. Issues are managed through to a satisfactory conclusion. Risk to the Council is minimised.
Contribute to the development of service plans to meet strategic business goals.	Strategic and operational input is provided to wider business planning and development. Customer needs are identified. Services meet legislative and policy requirements.
Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.	Relevant information / data are managed efficiently and accurately. Accurate and relevant information / reports / documentation are produced. Trends and issues are identified and prioritised.



	<p>Statutory and procedural obligations are fulfilled.</p> <p>Management decision making is supported.</p>
<p>Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.</p>	<p>Changes to systems, policies and / or procedures are identified and recommended.</p> <p>All updates, amendments, developments are tested and approved prior to delivery.</p> <p>Customers receive prompt, accurate policy / procedural updates.</p> <p>Service standards are improved.</p>
<p>Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.</p>	<p>Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Issues and recommendations are brought to the attention of senior managers.</p> <p>Benchmark against best practice authorities and center of excellence.</p>
<p>Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.</p>	<p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p>
<p>Manage a portfolio of Projects and Reviews.</p> <p>Lead on specific projects as required.</p>	<p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>Change initiatives are successfully integrated and implemented across all impacted service areas.</p>



	<p>Value for money is achieved.</p> <p>Ongoing savings secured.</p>
Co-operate with and support colleagues.	<p>Colleagues are supported.</p> <p>Required information is provided.</p>
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Job Specific Accountabilities:	
Manage and coordinate cultural and creative programmes & activities	<p>Be the lead officer for the coordination and delivery of Creative Pathways Waltham Forest, working closely with internal teams (Culture, Employment, youth services, Regeneration, etc.), partners (local cultural organisations, youth provision, partners in the Olympic Parc, schools, colleges and higher education partners, etc.).</p> <p>Guide and support partners and young people to deliver creative programmes and activities.</p> <p>Oversee the programming and production of creative programme and activities as they arise.</p> <p>Act as a conduit between Council teams, Young People and programme partners.</p>
Recruit young people and manage groups of young people throughout the duration of the programme	<p>Lead the recruitment of a yearly cohort of young people (Future Creatives).</p> <p>Identify ways to market the programme which is appropriate for the cohort, in collaboration with the Communications team.</p>



	Support and empower the group to co-design the programme.
Coordinate a Schools Cluster programme	Work with culture team colleagues, learning and education officers and a group of 5 schools to identify and deliver a programme to support stronger knowledge and integration of cultural education and creative career pathways within schools.
Identify and secure opportunities for Young People in Waltham Forest	Liaise with partners and internal teams to unlock opportunities for young people throughout the duration of the programme – from placements to training and mentoring.
Ensure learnings and data from the project and captured and disseminated	Collate documentation and information to create a series of toolkits to share knowledge and best practice from the programme. Coordinate the reporting and evaluation of the programme.

Nature of Contacts

- Work with Heads of Service, Managers and Officers across the authority, and external agencies and organisations, especially creative and education organisations in Waltham Forest and the Olympic Park.
- Direct contacts with members of the public, especially young people and adults 16 to 29 years old.
- Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances.
- Deal with people at all levels confidently, sensitively and diplomatically.

Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.

Occasionally the post will be expected to work from other locations.

Will require a DBS check.



Key Facts and Figures

Waltham Forest is a borough rooted in culture with a unique history of making, innovation and creativity and an incredible diversity of people that make up our neighbourhoods.

The Culture and Registrar Service supports and delivers cultural activity to create vibrant places, build equitable participation, celebrate our diverse communities, contribute to inclusive growth, strengthen civic pride and cohesion, and positively impact health and wellbeing.

Our vision to build stronger communities through culture and creativity is outlined in our recent Cultural Action Plan (CAP, 2025-30), which was published in March 2025.

[Cultural Action Plan | London Borough of Waltham Forest](#)

Resourcing

Budget Responsibilities: n/a

Supervisory Responsibilities: n/a

Knowledge, Skills and Experience

- Proven experience in delivering creative programmes which benefit younger people (16-29 years old) and working directly with this age group, building positive relationships and rapport
- Proven experience in building and managing relationships with key partners
- Proven experience convening and managing working groups and disparate partners to achieve common goals
- Good understanding of the creative and cultural sectors, careers pathways and skills development
- Experience of working with creatives, organisations and partners to deliver cultural programmes and events
- Experience of creative / cultural programme monitoring, evaluation and reporting
- Experience of co-designed and co-produced creative projects
- Commitment to equality diversity and inclusion across all activity
- Excellent organisational, logistics and collaborative skills
- Ability to work to deadlines and keep calm under pressure
- Behaves with integrity and honesty and acts confidentially where required
- Excellent interpersonal skills with the ability to establish trust and confidence at all levels and externally
- Experience working with schools and knowledge of the school system and curriculum (desirable)
- Knowledge of working with SEN young people (training can be provided)
- Knowledge of Waltham Forest (desirable)
- Experience of operating in a political environment (desirable)



Indicative Qualifications

Degree or equivalent or vocational qualification in relevant subject or area

Evidence of Continuous Professional Development

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.