

## Programme Delivery Officer, Wales

<b>Location:</b>	<b>Cardiff/Currently 100% homeworking, with a combination of office and homeworking in the future when feasible, with the exact arrangement to be agreed</b>
<b>Department:</b>	<b>Programme Delivery</b>
<b>Hours:</b>	<b>35hrs per week</b>
<b>Salary:</b>	<b>£22,000 - £25,500 per annum</b>
<b>Reports to:</b>	<b>Programme Delivery Manager, Wales</b>

### About Into Film

Into Film is an education charity that puts film at the heart of children and young people's educational, cultural and personal development.

Over half of UK schools engage with our programme of film clubs, special cinema screenings, and resources and training to support classroom teaching. Alongside rich online content for young audiences, this provides 5-19-year olds with inspiring opportunities to learn about and with film, and develop a passion for cinema.

### Role Summary

Reporting to a Programme Delivery Manager and working closely with a Programme Delivery Coordinator, the Account Support team and with the Learning team, Programme Delivery Officers play a key role in engaging schools and youth organisations, supporting them to deliver the best possible service of learning through and with film, to children and young people. They work alongside the Marketing and Communications and Accounts Support teams on the full Into Film programme from recruitment to advocacy and deliver an excellent level of customer service. Programme Delivery Officers also work closely with their assigned Programme Delivery Coordinator to develop and plug into a strong national network of organisations including the BFI, FAN and other arts & education bodies.

Owing to the nature of the role, occasional weekend and extended working hours are required, along with regular travel in the UK.

### Main Responsibilities:

- Contribute to the development and delivery of a nation-specific operational plan
- Work with an assigned Programme Delivery Coordinator to ensure that eligible organisations such as schools and youth groups are active, engaged and motivated, by implementing and monitoring reward and incentive schemes and providing support via online platforms, by phone, email or face-to-face
- Work with the Marketing and Communications team to run targeted recruitment, engagement and retention campaigns to promote key parts of the Into Film offer, such as screenings, CPD training and new online portals such as the Into Film Learning Management System and streaming service.
- Support the Programme Delivery Coordinator to develop a regional network of strategic partners including within the education and creative sector by representing Into Film at conferences, events and festivals (online or face-to-face, when feasible, contingent on pandemic conditions)
- Support the Programme Delivery Coordinator to develop and manage regional networking meetings with Into Film leaders and educators, working with colleagues to expand the reach nationally
- Work with the Marketing and Communications team to deliver targeted and automated communications to specific audiences in Wales
- Support the Programme Delivery Manager and Programme Delivery Coordinator with filmmaking workshops, CPD teacher training sessions and Youth Advisory Council meetings

- Collate and report on monthly/quarterly Key Performance Indicators and ensure that activity carried out by organisations and contacts in the region is monitored, evaluated and reported, and used to inform ongoing engagement and retention activity
- Keep up to date with the Welsh education system and Curriculum for Wales 2022, and have a good understanding of Creative Wales developments
- Undertake general administrative and office management tasks to support the smooth running of the team and the office, including, but not limited to booking travel, dealing with purchase orders and invoices, and ordering stationery
- Deputise for a Programme Delivery Coordinator or Manager when necessary.

### General Responsibilities:

- Commitment to quality internally and in all dealings with the public, members, teachers, children and young people, partners, funders, supporters etc.
- Contribute to long term planning to ensure growth in line with demand and resources.
- Contribute to the regular monitoring and evaluation of the Into Film's work.
- Commitment to equality of opportunity in line with Into Film's Equal Opportunities Policy.
- Any other reasonable duties assigned by Into Film.

### Person Specification:

#### Essential:

- A good understanding of what excellent customer service means in terms of supporting organisations such as schools and youth groups, and an excellent track record of implementing this support
- A good understanding of the education market and how teachers can use film (and the arts more broadly) to meet their teaching and learning objectives
- First-class verbal and written communication skills in both English and Welsh
- A good understanding of the BFI, the FAN network and other regional film/arts organisations
- Good working knowledge of CRM systems, campaign measurement tools, analytics, metrics and insights
- Experience of interpreting and reporting on data and using it to inform ongoing practice
- Good time and project management skills, an ability to prioritise a busy work schedule and to work independently and remotely as required
- Excellent understanding of the Welsh education system and Curriculum for Wales 2022 and good knowledge of the developing creative sector in Wales
- Experience of providing administrative support to a small team
- The necessary home technical set up to ensure that the role is carried out in its entirety

#### Desirable:

- Experience of developing and implementing email campaigns
- Familiarity with Teams and the Microsoft Office suite
- A love and knowledge of film

All employees regularly working with children and member data are required to undertake and maintain enhanced DBS clearance (and/or Access NI check or Disclosure Scotland check, depending on working location), acquired at Into Film's expense; employment is dependent upon this.