

## Programme Delivery Officer, Wales

<b>Location:</b>	<b>Currently 100% home-based due to prevailing pandemic conditions, on a long term basis the post will be undertaken through home and office-based working, with regular travel throughout the Cardiff/Wales</b>
<b>Department:</b>	<b>Programme Delivery</b>
<b>Hours:</b>	<b>35hrs per week</b>
<b>Salary:</b>	<b>£24,000 - £28,000 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 to develop a passion for cinema.

### Role Summary

Reporting to a Programme Delivery Manager and working closely with the Programme Delivery Coordinator for Wales, other Programme Delivery Officers, the Learning team and across all teams at Into Film, Programme Delivery Officers play a key role in engaging schools with the Into Film programme including Into Film clubs, supporting the organisation to deliver the best possible service to schools, teachers, children and young people. Technical support is provided by Into Film's Product and Technology team. Programme Delivery Officers also work closely with Programme Delivery Coordinators to develop and plug into a strong regional/national network of organisations including the BFI, FAN and other arts/education bodies and support the development and delivery of workshops and other activities to promote schools' engagement with the Into Film programme.

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

### Main Responsibilities:

- Contribute to the development and delivery of a Wales-specific operational plan
- Work with Programme Delivery Coordinator(s) to ensure that schools are active, engaged and motivated to participate in the Into Film programme (including Into Film clubs) and support the development of any new engagement work.
- Support account holders with non-technical enquiries (cardiff@inbox).
- Use CRM insights both from your work and data provided by Into Film's Product and Technology and Business Development teams to support the work of the Programme Delivery team and beyond including with evaluation and reporting.
- Support the PD team to work alongside Marketing and Communications to provide data and information to help specific, targeted recruitment for the Into Film Festival, and with Programme Delivery Coordinator(s) and others to secure entries for the Into Film Awards.
- Support Programme Delivery Coordinator(s) to develop a regional network of strategic partners including but not limited to exhibitors, umbrella organisations, the FAN network, Archives, Arts organisations and ensure that schools are aware of accessing and engaging with opportunities.
- Where appropriate professionally represent, or support others, representing Into Film at conferences, events and festivals engaging key partners and educators with the Into Film offer.
- Support the Programme Delivery Manager and Programme Delivery Coordinator(s) with activities, including all engagement activity including but not limited to, workshops and events online and, when appropriate, face to face.
- Support the PD team to work with Marketing and Communications to ensure communications about engagement and beyond is delivered to schools in Wales.
- Support the PD team to ensure Marketing and Communications have what they need to develop Into Film products and activities that respond to and meet the needs and interests of schools, including Into Film clubs.

- Support the development and promotion of Into Film's new products, Into Film+ and content/courses/events on our Learning Platform, through feeding back insights and ensuring schools you have contact with are aware of them.
- Collate and report on monthly/quarterly Key Performance Indicators.
- Keep up to date with the Welsh Education System and Curriculum for Wales developments and opportunities.
- 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 where appropriate.

### 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:

- Ability to feed into and work to an operational plan.
- Experience and knowledge of schools' needs and interests and an ability to translate that into support for effective Programme Delivery engagement work
- Experience and understanding of what excellent customer service means in terms of responding to non-technical enquiries and how you might answer general enquiries
- Experience of interpreting and reporting on data and using it to inform ongoing practice and programme activity
- A good understanding of the BFI, the FAN network, Arts organisations, archives and other regional film organisations and potential partners.
- First-class communication skills in both English and Welsh (verbal and written), including public speaking where needed.
- Experience of developing and supporting colleagues to deliver events
- Experience of cross team working and an understanding of how dynamics and priorities in teams may differ and how to work with this.
- A good understanding of the Welsh education system and how teachers can use film to meet their teaching and learning objectives.
- Good time and project management skills, an ability to prioritise a busy work schedule and to work remotely, as required.
- Good working knowledge of CRM systems, analytics, metrics and insights.
- Experience of providing administrative support to a small team.

#### Desirable:

- Familiarity with the Microsoft Office suite
- A love and knowledge of film
- Good knowledge and understanding of the developing creative sector in Wales.

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.