

Programme Manager

Application Pack

Contents

Contents	2
About The Audience Agency	3
Our Values	4
The Role	4
Why you should apply	5
Key Result Areas.....	5
Person Specification	7
Terms and Conditions of Employment	8
Application Process.....	9

The Audience Agency is seeking an experienced programme manager to support a dynamic range of research and development projects. This pack tells you about us, about the role, and how to apply.

About The Audience Agency

The Audience Agency (TAA) is an independent, non-profit research and development organisation whose purpose is to enable a thriving, people-centred cultural sector, fit for the future, and better able to create cultural and creative opportunity for everyone.

We provide research, services and insight which help our network of clients and stakeholders adapt for and with their communities. Our friendly, collaborative team is a collective of committed specialists with backgrounds in the cultural and creative sectors, research and/or data science who share a passion for arts and culture and its power to transform society.

Our approach is insight-led and people-centred and underpins a five-pillar programme of services: Audience Development and Participation, Creative Economy, Creative Places, Digital Transformation, and Evaluation and Impact. We work across the UK and internationally, with an extensive range of cultural and creative organisations, academic partners, local authorities, funding bodies and policymakers.

Find out more about our work and what we do at
<https://www.theaudienceagency.org/about-us>

Our Values

We believe that taking part in cultural activities and having opportunities to exercise our creativity are important for a thriving society and personal wellbeing. Genuinely equal access to these opportunities is a matter of social justice, important in building a fairer society, stronger communities, equitable regeneration and positive civic change.

We are people-centred We champion a people-centred approach as researchers, advisers and employers. We listen to, and act on, the views of stakeholders, are respectful of differences, and embrace a diversity of voices.

We are connected: committed to sharing knowledge and using our unique position to bring people together to forge new conversations and collaborations. We thrive being at the intersection of relationships, both across the sector and between organisations.

We strive to be trustworthy: transparent, rigorous, to act with confidentiality. We are committed to quality in everything we do, and strive to build trust in all our stakeholder relationships.

The Role

We work across the culture and public sectors to support the development of policy, strategy and initiatives which increase the depth and breadth of cultural and creative opportunity. We do this through high-quality evidence-gathering, research and development.

The Programme Manager works across all TAA pillars with a view to enabling complex, often multi-partner, multi-strand programmes and initiatives, providing robust administrative support, research co-ordination and stakeholder management. You will support consultants and researchers to deliver projects on time, to the specification and within budget.

You will have experience in the public sector and some knowledge or interest in culture and creativity and of the power of data and technology to drive change. You will bring your knowledge of co-ordinating processes, people and multi-strand programmes to help TAA deliver excellent value, and develop effective new systems.

Why you should apply

You will get to play to your strengths in administrative excellence, organising others, programme management, negotiation and clear communication. You will use your experience across the wider public, tech and/or commercial sector to optimise TAA's work.

You will enjoy a varied working week, designing project plans, managing budgets and relationships, anticipating risks, co-ordinating diaries, while also dotting "i"s and crossing "t"s, as part of a busy and innovative team.

Working from home, and on-site with clients as required, you will be able to organise your time flexibly, and be part of a supportive, welcoming and experienced team of consultants and researchers.

This role is an opportunity to develop knowledge and skills and increase understanding of the culture sector. You will be encouraged to develop your own practice, and share your knowledge with a wider, always-learning team.

Key Result Areas

Programme & Project Management

- Design project/programme plans with lead-consultants and/Programme Director (including budget and risk-register).
- Manage project/programme plans in line with The Audience Agency's practices and systems: project set-up and tracking, billing, coordination of internal and/or external teams, diary management, project documentation, internal and external communications.
- Set-up and manage contracts with clients, any external contractors or partners.
- Liaison across the delivery team, ensuring all members are clear about their role, schedule, and deliverables.
- Support delivery of well-communicated, high-impact reporting.
- Ensure an excellent client experience, include gathering feedback.
- Provide any other administrative support to the project team as required.

- Manage the administration and coordination of small and large scale in person and online events as required.

Develop new business and client relationships

- Support lead-consultant or Project Director in developing proposals and responding to tenders, including budgets, project plans (Gantt chart etc), sourcing suppliers and partners, and collating supporting information.
- Maintain a high quality of stakeholder management at all times.

Support The Audience Agency to grow and develop

- Contribute to development of better systems and processes.
- Model best practice in programme management, and coach others in it.
- Represent The Audience Agency to clients, partners, funders and policy makers.
- Contribute to internal and external events by supporting colleagues.
- Provide occasional content for website, newsletters and other channels if required.
- Keep abreast of trends and changes in the sector.
- Model our values, including good practice in diversity, equity and inclusion.
- Contribute to the development of team resources and learning.
- Help create a supportive, nurturing and creative working environment.

Person Specification

Knowledge and Experience

Experience as a project or programme manager, supporting the work of teams, including:

- Confident budgeting, stakeholder and contract management, risk-management, documentation, external and internal communications.
- Understanding/ knowledge of the public sector in the UK (and internationally). Understanding/ knowledge of the culture sector - desirable but not essential.
- Managing “up and across”.
- Understanding of the needs and interests of a diversity of people and the principles of diversity, inclusion and equality.
- A strong understanding of quantitative/ qualitative research methods - desirable not essential.
- Knowledge of data and tech-based projects and programmes - desirable not essential.

Qualifications & Skills

- Programme/ project management qualification - desirable not essential.
- Excellent written and spoken communications skills.
- Critical thinking skills.
- Active listening.

Personal Attributes

- Demonstrable attention to detail, accuracy, rigour and thoroughness.
- Adaptable and open to change.
- A collaborative approach to working
- Interest in The Audience Agency’s work and mission.
- A strong commitment to diversity, equity and inclusion.

Terms and Conditions of Employment

Salary & Contract

This post is offered as a permanent full-time contract at an annual gross salary c.£31,000, depending on experience. We welcome applicants who are interested in full- or part-time positions, job-share, permanent or contract status, for this post (salary pro-rata if part-time).

This role does however demand flexibility, and being available on any weekday to fit project demands.

Progress monitoring

As standard business practice, this role is subject to a three-month probationary period during which your ongoing performance and support requirements will be reviewed.

Location

The role is remote and the postholder can be located anywhere in the UK. Although your usual place of work will be your home (using computer equipment and software which we will provide), we will expect you to be available to travel to clients in the UK or internationally and attend in-person organisational meetings. The costs of travel in these instances will be covered. All applicants should have the right to work in the UK. We are not licensed by the Home Office to sponsor work visas.

Hours

A full-time contract would be 35 hours per week which can be worked flexibly in agreement with your line manager. The Audience Agency will try and be flexible and understanding in allowing staff to adopt hours which suit individual circumstances as long as these do not affect work effectiveness.

Holiday

The leave entitlement is 25 days per annum (pro rata if part time). Public/bank holidays + 3 days between Christmas and New Year bank holidays are offered in addition.

Pension

We offer a workplace pension in line with current legislation. Automatic enrolment commences after three months in employment. Employees may opt out if desired.

Application Process

To apply, you will need to send us:

- A written CV
- A concise explanation* of your interest in the role, how you would contribute to The Audience Agency, and giving examples of your experience which meet our needs.
- Include two short examples of projects you have been involved in that best demonstrate why you are the right person for the role.
- Complete the online [Equal Opportunities form](#). This will not form part of your assessed application, and is to help us improve the inclusivity of our recruitment processes.

Your application will be reviewed based on how well you demonstrate that you meet the person specification and the needs of the role.

* The way you explain your interest and fit is up to you; for example, it could be a written statement (no more than 2 A4 pages), a recorded statement (no more than 8 mins) or some other creative application which you believe best demonstrates your talent for the role.

We are interested to hear from applicants from a range of backgrounds and with a variety of experiences. Currently our organisation is majority white, cis-gender and non-disabled. We believe our work will be stronger with greater diversity and welcome applications from those who bring difference. If you encounter any barriers in this application process, please let us know at jobs@theaudienceagency.org

If you wish to discuss this role in more detail prior to application, please contact Penny.Mills@theaudienceagency.org

Applications should be sent to jobs@theaudienceagency.org

Deadline for applications

Deadline for applications: Wednesday 16 July 2025 at 5.00pm

Proposed interview dates: Week commencing Monday 21 July 2025

Thank you for taking an interest in The Audience Agency

The Audience Agency Limited

Company Registered in England and Wales No. 811 7915

Registered Charity No. 1149979

Registered Address: The Whitehouse, Wilderspool Business Park, Greenalls Ave,
Stockton Heath, Warrington WA4 6HL, UK

