

Programme Assistant Brief



About Artlift

Artlift is a charitable incorporated organisation that delivers Arts on Prescription, with over a decade's track record of improving health outcomes of patients.

Artlift offers a range of art courses and projects for health benefits, predominantly for people living with poor mental health and/or a long-term chronic condition. GPs and other health or social prescribing professionals can refer people into Artlift.

We currently work predominantly with NHS Gloucestershire Clinical Commissioning Group but also partner with others, such as Macmillan Cancer Support and Malmesbury Primary Care Centre. The University of Gloucestershire work with us to evidence the positive impact of our services, enhancing our reflective practice and supporting international dissemination of learning.

Artlift is part of an emerging Gloucestershire Arts & Health consortia and national Arts & Mental Health alliance. We've recently been selected to join a cohort of providers on the Enterprise Development Programme (run by the Association of Mental Health Providers).

Current Programmes

Artlift is currently delivering year-round Mental Health (Create Well) and Chronic Pain (Living Well) Arts on Prescription programmes. We are also due to deliver a project for people living with and beyond cancer (Flourish).

Development projects include:

- Digital Transition, an Arts Council England supported project to develop remotely delivered resources and services
- 'Move On' research and development to support ex-Artlift participants / groups
- A market research and feasibility project supported by the Enterprise Devt. Programme, initially exploring development of fee earning workplace health packages

The Brief

You will work to improve and maintain smooth administration of Artlift and to support promotion and communications, working across its programmes and projects. Responsibilities will include:

1. Fielding of general enquiries
2. Communication with participants, referrers and artists to support allocation of participants to courses / groups
3. Assist on project / programme delivery as directed by the Programme Coordinator
4. Develop and maintain administrative systems and databases, including:
 - develop a new, categorised Contact Management System
 - support review and development of improved data collection and analysis systems
 - data entry from referral forms and wellbeing / evaluation surveys
 - maintain course registers and waiting lists.
5. Oversee filing, storage, secure backup and sending of confidential client referral forms and records to The University of Gloucestershire in compliance with our Data Protection and GDPR Policies.

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6. Organise and take notes as directed for meetings, artists' clinical supervision and team training
7. Ensure all risk assessments are carried out
8. Liaise with service providers, such as IT support, as required
9. Support development and implementation of Artlift's marketing and social media plans, including regular social media posts and website updates
10. Research as directed to support project development / delivery and/or to inform the income generation plan
11. Respond to any other reasonable requests for duties as mutually agreed

Terms of contract & fee

The role is offered on a freelance basis, initially for 8 months (ideally end July 2020 – March 2021, albeit start date is negotiable). There is scope for contract extension subject to funding.

The fee is £6,400 for an average of 10 days per month. Additional hours / fee may be mutually agreed subject to receipt of further funding.

Costs incurred to carry out your role will be reimbursed (e.g. postage, printing, standard rail travel and/or mileage at a rate of 40p/mile). A mobile phone with an 0300 number will be provided when confidential calls to participants need to be made.

You must be able to evidence your right to work in the UK and hold (or be prepared to obtain and renew annually) a current, enhanced DBS check.

Location

You will work predominantly from your own home. When the team are able to meet in person, most meetings will take place in or near Gloucester. Occasional journeys to events outside the county may also be required.

Person specification

Essential:

- Motivated by the desire to make a positive difference to the lives of those who face barriers due to mental and/or other health challenges
- Proven experience and achievements within an administrative and/or marketing role
- Experience within and/or an understanding of the arts and culture or health sectors
- Able to communicate (in writing and verbally) in a clear, concise, tactful and compassionate manner, with an extremely confident telephone manner
- Confident in working remotely with a small team
- Attention to detail and accuracy
- Strong time management and prioritising skills
- IT literate

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- Knowledgeable and confident online, with experience of delivering social media campaigns
- Experience in handling and processing data

Desirable:

- Experience of setting up and/or of improving existing protocols and systems
- Ability to design basic promotional material (e.g. e-flyers on Mailchimp)
- Confident in use of WordPress
- Understanding of data protection requirements, including of GDPR
- Training and/or experience in disability and/or mental health awareness
- Training and/or experience in marketing and promotions
- Experience of risk assessment

How to apply

Please download and complete an application form from our website www.artlift.org.

If you have any queries or if you would like to discuss submitting your application in a different format, please contact the Executive Director Cath Wilkins (cath@artlift.org / 07917 796 959).

Deadline for applications: 5pm on Friday 17 July 2020

Interview dates (on video platform Zoom): between 21 and 23 July 2020

Note for candidates who identify as disabled:

Reasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability. If you consider yourself to have a disability you should indicate this in your application, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview. Wherever possible and reasonable, we will make adjustments and offer alternatives to help you through the application and selection process.

If you have indicated that you have a disability in your application, you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.

Artlift is an equal opportunities employer working to diversify its workforce and thereby it's talent pool and reach across the communities living in the counties where we provide services.