

Job Description

OPERATIONS AND PROJECTS COORDINATOR

HOURS: 0.8 FTE (4 days per week)

SALARY: £27,500-£28,500 pro rata

TERM: permanent, subject to funding and performance

REPORTING TO: Head of Strategic Operations

ANNUAL LEAVE: 22.5 days (28 days pro rata), plus statutory holidays

PENSION: 4% of salary contributed by employer if matched by employee

LOCATION: The White House, 884 Green Lane, Dagenham RM8 1BX, other Create London sites and remote working

THE ROLE

Create London is looking for a highly motivated and organised Operations and Projects Coordinator. You will play a pivotal role in the team, maintaining effective administrative, operational and financial processes, ensuring the smooth running of Create London premises, assisting with development tasks and providing professional support to the Director.

This is a very exciting time to join Create London as we are delivering our five-year strategy building on the success of the ambitious Becontree Centenary, The Hackney Windrush Art Commissions and ongoing programmes such as The White House and A House for Artists.

The role requires a detail-focused and collaborative approach as well as excellent written, oral and visual communication skills. Also essential is an appreciation of the fluid and responsive nature of a small but agile arts organisation and an eagerness to work creatively within a vibrant professional environment.

You will be based at Create London's office The White House, Dagenham. You will also be required to work from other Create London premises such as A House for Artists. Hybrid working is supported although staff are required to work at least 50% of their hours from Create London premises. Working hours are 9.30am to 5.30pm Monday to Friday, but we are open to flexible hours to accommodate different life situations. You may be required to work some evenings and weekends as the programme dictates.

ABOUT CREATE LONDON

Create London commissions socially-engaged art, generous architecture and bold infrastructure that respond to civic needs and local contexts. We push the boundaries of existing practice and believe that transformative and radical ideas can derive from working long-term with local communities. By dissolving traditional hierarchies between the artworld and the everyday, we bring world-class cultural experiences to areas where they are least expected, providing inclusive moments for individuals to expand their imaginations, foster collective action and support thriving communities. Prioritising London boroughs with the lowest arts participation, we address cultural inequalities through an annual programme of commissions, free creative workshops and outreach.

RESPONSIBILITIES AND DUTIES

SUPPORT FOR DIRECTOR AND SENIOR TEAM

- Manage the Director's diary, scheduling internal and external meetings;
- Book travel and make purchases for the Director and visiting stakeholders as required;
- Monitor the Director's incoming and outgoing mail, prioritise key actions and contacts;
- Assist in the preparation of documents and presentations to include writing, editing, image selection, layout and design.

GENERAL ADMINISTRATION

- Be the first point of contact and professional encounter of the organisation;
- Monitor shared organisational email inboxes, answering enquiries and delegating to the team where appropriate;
- Manage the organisational Google Drive and Mail accounts and train new staff on how to use them;
- Provide basic IT support and maintenance and engage our external IT company when more complex issues arise;
- Set up Google accounts, organise laptop/equipment for new staff;
- Develop and maintain paper and digital filing systems and manage the efficient running of general office systems;
- Manage the Operations section of Create's CRM system and migration of data;
- Budget for and control the purchase of all office stationery and equipment;

- Arrange internal meetings, organise room bookings and take minutes as required;
- Book travel for the team and arrange team events, for example away days;
- Act as the main liaison for premises landlords across all of Create London's venues (A House for Artists and The White House), and lead on office fire regulation, health & safety, etc.

FINANCIAL ADMINISTRATION

- Prepare papers and records for fortnightly pay runs;
- Maintain paper and digital files of paid invoices;
- Process staff expense claims and take charge of company expense charge cards, maintaining records of all expenditures;
- Support the Head of Strategic Operations with information needed for management accounts and annual audits.

HR ADMINISTRATION

- Support the Head of Strategic Operations with HR administrative tasks, including keeping confidential records and dealing with employment-related enquiries;
- Oversee recruitment processes and support new staff, from recruitment advertisements, shortlisting, arranging interviews and inductions;
- Organise annual appraisal meetings for all staff and probation and exit interviews as required;
- Be fully conversant with all Create London policies including Equality, Diversity & Inclusion, Safeguarding and Health & Safety and ensure that policies are adhered to at all times;
- Assist the Head of Strategic Operations to update policies and the Staff Handbook regularly, and communicate these changes to the team;
- Monitor and implement training for staff, including safeguarding, emergency first aid and diversity and equality courses, and maintain training log;
- Organise DBS checks and maintain log;
- Monitor and log all annual leave and sick leave.

GOVERNANCE

- Prepare papers for quarterly board meetings, sending reminders to the team to prepare updates, editing, compiling and sending to trustees;
- Minute Board meetings;

- Schedule quarterly Board and subcommittee meetings, booking rooms as required and providing technical support for presentations or remote/hybrid meetings;
- Update trustees on upcoming Create London events.

DEVELOPMENT AND PROJECT SUPPORT

- Assist the Head of Development with the preparation of funding applications, funder reports and pitches using InDesign and PhotoShop;
- Support development-related events by sourcing caterers, hiring equipment, sending out special event invitations, monitoring RSVPs and updating guest lists;
- Coordinate and take responsibility for discrete parts of project/programme deliverables, assisting the Director and the programming team;
- Support the Communications Manager with website updates and social media posts as required.

GENERAL

- Protect and enhance the reputation of Create London, presenting the organisation in an appropriate and professional manner to stakeholders;
- Be an advocate of Create's work, act as an ambassador/ point of contact in the office and at events;
- Build appropriate relationships with relevant contacts and organisations to raise Create's profile;
- Undertake other reasonable duties as required by the Senior Management Team.

PERSON SPECIFICATION

EXPERIENCE

Essential:

- Experience in an office management / PA role;
- Some experience in financial administration, including expense administration;
- Some experience in HR administration, including leave documentation.

Desirable:

- Experience working within the art or architecture sectors.

KNOWLEDGE

- Proficiency in Google Suite, MS Office, Photoshop, InDesign and Mac packages;
- Good understanding of equity, inclusion and diversity, with the commitment to applying these in practice.

COMPETENCIES

- Highly collaborative, with a proven track record of collaborative and team-based working, as well as the ability to work under own initiative;
- Strong communication skills, ability to speak to a range of stakeholders, with a keen awareness of confidentiality;
- Well-developed writing, and presentation skills, including minute-taking and proof-reading;
- A proactive, constructive and creative approach to problem-solving, with the willingness to learn and undertake a variety of tasks;
- A highly organised approach to work with demonstrable ability to prioritise workload, work on multiple projects simultaneously, meet changing deadlines, respond to a fast-paced environment and make decisions independently;
- Good numeracy skills.

SAFER RECRUITMENT

Create London is committed to providing a safe environment for all those working with us, visiting our projects and participating in our programmes. Safe recruitment of all those who work for us is an important part of fulfilling this commitment. All positions at Create London are offered subject to meeting the following conditions:

- Receipt of satisfactory references covering the last 2 years of your employment or education;
- A satisfactory DBS check;
- Proof that you are legally entitled to work in the UK.

TO APPLY:

Please send a CV and cover letter to info@createlondon.org with the subject '**Operations and Project Coordinator**'. Your letter should be no more than 2 sides of A4 and address how your skills,

experience and competencies match the job description and person specification.

The information you provide is anonymous and used solely for monitoring and evaluation purposes. It does not form part of the shortlisting process.

APPLICATION DEADLINE:

Friday 5 December 2025, 12 noon BST

INTERVIEWS: w/c 15 December 2025.

Interview questions will be shared one week in advance of the interview.

Create London is committed to providing an open and accessible recruitment process for all candidates, therefore if you have any additional requirements to complete your application form or access needs for interviews please contact info@createlondon.org.

Create London is committed to equality of opportunity and supporting diversity and inclusion across all aspects of its work. Our staff team bring a range of perspectives to our organisation and we strongly encourage applications from individuals who are under-represented in the visual arts sector including those of Black, Asian or diasporic heritage, those who have faced socio-economic barriers, those who identify as LGBTQ+, disabled or neurodivergent.

All applications for this position will be treated equally and confidentially