# Volunteering and Skills Development Coordinator

**Reports to**: Audience Development Manager

**Based:** London, with potential for travel around the UK. Hybrid working will be considered

**Salary:** £15, 624 (£26, 039 Full Time Equivalent)

**Hours:** 21 Hours (equivalent to 3 days a week)

**Contract Type:** Initial 6-month contract, with potential for extension

**Pension:** 10% employer contribution

**Holiday:** 26 days per year (pro rata for part time or short-term contracts)

# About Attitude is Everything

We are a charity that connects disabled audience members, performers, employees and volunteers with music and live event industries to improve access together.

Through our work:

* Disabled people lead the change.
* Industry professionals learn from real-life experience and expertise.
* Barriers are identified and removed.
* Good practice is celebrated and rewarded.
* More disabled people play their part in music and live event industries.

We have been working with the UK’s music and live event industries for over 20 years and increasingly work internationally. Attitude is Everything is a highly trusted ‘brand’, attracting a wide range of industry partners who now work with us to achieve our goals.

As a disability-led charity, we welcome applicants from all backgrounds, and work with employees to meet any access requirements.

**Equality and diversity**

We are an equal opportunities employer and as such promote the efficient, effective, fair and consistent recruitment and selection practices for all staff. It is our policy to recruit the best person for each vacancy regardless of age, disability, race, class, religion and belief, sex, sexual orientation, gender reassignment, pregnancy and maternity or marriage and civil partnership.

As an organisation we value difference, and recognise the value that different backgrounds, skills, outlooks, and experiences of individuals bring to the organisation.

**Job shares**

We are open to discussing job shares or flexible hours as part of this role. Please let us know if you'd like to request this within your application

**Please note, as this role is partly funded by our National Lottery Funded Beyond the Music Programme to get more disabled people working in the music and live events industry, this role is reserved for candidates who consider themselves to be Deaf, disabled, neurodivergent of have a long-term physical or mental health condition.**

**We are grateful for the support of the National Lottery Community Fund in making this role possible.**

# Purpose of the role

The purpose of the role is to coordinate Attitude is Everything’s audience development and volunteering work and support our networks for disabled people for disabled audiences and professionals. You will

1. Coordinate and carry out the administration associated with our audience development, volunteering, mystery shopping and audience feedback programmes
2. Support administration and events across our professional skills development network.
3. Work with our Artist Development Coordinator on any work that extends across multiple networks.
4. You will also support setting up and running monthly online network meetings and moderate and generate discussions on our LinkedIn forum.

# Responsibilities & duties

**Coordinate our audience development, volunteering, mystery shopping, and audience feedback programmes**

* Support the development and implementation of Attitude is Everything’s new audience feedback and mystery shopping process.
* Coordinate the launch and evaluation of the new process and gather and collate feedback
* Identify audience members we can train as enhanced mystery shoppers, providing detailed feedback for Attitude is Everything
* Engage with diverse venues, festivals, and events to promote accessibility through mystery shopping, fostering long-term relationships with Attitude is Everything, the Live Events Access Charter, and intersectional audiences, with a focus on diverse access needs.
* Collaborate with the Audience Development Manager to plan and coordinate festival volunteering opportunities.
* Work closely with the Audience Development Manager to identify opportunities for diverse and intersectional audience research.
* Work with the Audience Development Manager, Interim Head of Services and external industry stakeholders to organise monthly advocacy sessions for audiences.
* Work with Charter and Audience Development Team to implement practices and guidance for venues and festivals engaged with the Live Access Events Charter.

**Administration for the audience feedback, volunteering and mystery shopping programmes**

* Read, summarise and share reports with relevant internal and external stakeholders. Keep track of targeted demographics of mystery shops delivered and budget spent.
* Use long-term recommendations from the Charter review to recommend enhancements to mystery shopping processes by updating policies, procedures, handbooks, and resources for mystery shoppers.
* Support the development of accessible materials (e.g. Easy Read, Large Print, Audio files)
* Record expenses, requests, and reports related to both charter and non-charter venues via Salesforce, ensuring transparency and accountability.
* Prepare and deliver quarterly and annual impact report summaries on non-charter and charter venues to the Audience Development Manager, Charter Coordinator, and Head of Live Events Access
* Use data from mystery shopping feedback, audience accessibility forms, and impact reports to track the progress of venues and provide actionable advice on improving accessibility.

**Support administration and events for our audience development and professional skills development networks**

* Respond to enquiries from members of our Audience Development and Skills Development networks and provide support where needed.
* Where required, send welcome letters to new network members
* Develop and distribute newsletters for the Audience network, highlighting organisational updates, positive venue impact feedback and changes from mystery shops, intersectional research call outs and skills development.
* Facilitate opportunities for Peer Mentors and Future Leaders’ training, participation in industry panels, and contribute towards industry resources.
* Organise and support events via Zoom, Outlook and Eventbrite.
* Coordinate network activities across two or more of our audience, professional and artist networks.
* Work with our Artist Development coordinator across multiple networks.

**General**

* Collaborate across the organisation on strategic campaigns, cross-organisational projects, organisational timelines and our annual activity plan.
* Where appropriate, represent Attitude is Everything at conferences and other events, including networking, presentations and workshops.
* Support and cover for colleagues where capacity requires.
* Contribute to the strategic direction of the organisation.
* Any other reasonable tasks as directed by your line manager.
* The duties of the post could vary from time to time because of new legislation or policy changes, in which case appropriate training may be given to enable the post holder to undertake the new / varied work

# Person Specification

* Identify as Deaf, disabled and/or neurodivergent or have a long term physical or mental health condition
* Experience of using Outlook, Excel, LinkedIn and Mailchimp to support with administering the projects’ networks.
* Experience of using Salesforce or a similar Customer Relationship Management system for project administration.
* Experience of using Zoom and Eventbrite, or similar platforms, to manage online meetings.
* Strong organisation and administration skills and comfort responding to emails and making and accepting phone calls
* Ability to prioritise your workload and ensure you meet targets.
* Ability to form positive working relationships with volunteers, colleagues and external organisations as required.
* A commitment to making the music industry accessible for disabled people, including those who experience multiple intersectional barriers.
* An understanding of the barriers disabled people can face when registering for online services or attending online meetings and how to meet them.
* An understanding of the barriers disabled people face when accessing the music and live events industry as audiences, professionals or volunteers.

# Expectations of all staff at Attitude is Everything

**These are expectations we have for all of our roles at Attitude is Everything. You will not be asked to directly demonstrate this on your application, but we may not take your application further if your application or interview give us a reason to believe you do not meet these standards.**

**We expect staff to:**

* Treat colleagues, audience members, trustees, live events industry professionals and everyone you meet through your work in the charity in a fair and respectful manner.
* Support equity and inclusion for anyone who experiences barriers of discrimination due to any protected characteristic under the Equality Act.
* Maintain professional boundaries with colleagues, live event industry professionals and any volunteers who you meet through your work in the organisation
* Approach your role with honesty and integrity and avoid using your connection with the charity for personal gain or that of family or friends.
* Be able or willing to learn to use the software we use for work and monitoring (specifically Microsoft Office, Microsoft Teams, Salesforce and Zoom.)
* Maintain trust and confidentiality, including avoiding sharing details of confidential conversations on social media
* Be passionate about removing barriers that prevent disabled people from accessing the Music and Live Events Industry.
* Avoid negative or patronising stereotypes or assumptions about disabled people or treating any one impairment as more ‘important’ than another.
* Support our aim of being a ‘critical friend’ to the industry – giving honest feedback in a positive and constructive way.
* To abide by our policies – particularly around Equality and Diversity, Anti-Bullying and Harassment and safe working practices.

# Application Process

We’d like you to apply by providing us with your CV and answers to the questions in the Application Questions document in a way that you feel most comfortable with. This could be written, in video or audio form. We will review your application based off the Application Questions alone so please do not feel that you need to create a bespoke CV for the role.

You can find out more about recruitment at Attitude is Everything, how we assess applications and how we make decisions in the attached document.