Education and Community Operations Assistant

Reports To: Head of Education and Community

Supervised by: Community Operations Manager

Location: Base location Everyman Education Centre, Grove Street, Cheltenham but may also be required to work from the Everyman Theatre or off site

Hours: Part-time 32 hours per week

Salary: c. £26,500 Full Time Equivalent

Purpose of the Role

The Education and Community Operations Assistant will play a vital role in supporting the successful delivery of the Education and Community Department including the day to day running of the Everyman Education Centre. Working across a broad range of administrative, operational and programme support activities, the postholder will help ensure that educational programmes, community initiatives, events and venue operations run smoothly and efficiently. The postholder will also work closely with the Marketing Team, to help communicate and celebrate the impact of our education and community work.

This is an exciting opportunity for someone who enjoys being at the heart of operations and takes pride in supporting successful delivery. We are looking for a highly organised, proactive and people-oriented individual with a positive, can-do approach to both practical and administrative tasks. Whether preparing spaces, managing databases, coordinating communications, welcoming participants or supporting events, no task is too small when it contributes to creating outstanding experiences for our stakeholders. A passion for arts, culture and community engagement is essential.

Key Responsibilities

Building and Operational Support

- Support the Community Operations Manager in the day-to-day running of the Everyman Education Centre.
- Act as a first point of contact for visitors, participants, and community groups.
- Support the coordination room bookings, schedules and space allocation across the centre.
- Assist with opening and closing procedures where required.
- Support preparation of activity spaces and equipped for workshops, events and meetings.
- Assist with the monitor stock levels and arrange orders for office supplies, workshop materials and hospitality items.
- Maintain accurate records relating to venue use and activities.

Administration

- Provide comprehensive administrative support to the Education and Community Team.
- Maintain spreadsheets, databases and participant records in line with GDPR requirements.
- Process enquiries and correspondence efficiently and professionally.
- Support the preparation of reports and monitoring data.

Marketing and Communications Support

- Work closely with the Marketing Team to promote education and community programmes.
- Gather stories, testimonials, photographs and video content from activities and events.
- Support the creation of engaging content for social media platforms including Facebook and Instagram
- Support the scheduling and monitoring of social media activity.
- Help maintain the Education and Community Team's website.

Event and Activity Coordination

- Support the planning, organisation and delivery of education, community and public/business engagement events.
- Maintain event documentation, participant information and evaluation records.
- Assist with the collection of attendance data, participant feedback and project outcomes.
- Support community outreach activities and represent the organisation at events when appropriate.

General Responsibilities

- Promote and comply with organisational values
- Ensure diversity and inclusion principles are embedded across your areas of responsibility
- Be responsible for identifying and undertaking training and personal development opportunities
- Undertake any other duties as may be reasonably be required by the Community Operations manager

Person Specification

Essential

Knowledge and Experience

- Experience in administration, event coordination and/or operations support.
- Excellent organisational skills and attention to detail.
- Experience managing multiple priorities and deadlines.
- Strong written and verbal communication skills.
- IT competent including experience using Microsoft Office applications including Word, Excel and Outlook.
- Experience creating content for social media platforms.
- Ability to work independently and as part of a team.
- Excellent customer service and interpersonal skills.

Desirable

- Experience working within the arts, cultural, education or community sector.
- Knowledge of venue or facility management.
- Experience using social media scheduling platforms and content creation tools.
- Understanding of safeguarding and GDPR requirements.
- Experience supporting funded projects and monitoring outcomes.
- Basic photography, video editing or graphic design skills.

To make an application please email hr@everymantheatre.org.uk with a CV, there is no need for a detailed covering letter if the CV has sufficient detail. The closing date for applications is 23rd November 2026.