

# MOUNTVIEW

## JOB DESCRIPTION FOR PARTICIPATION MANAGER



# WELCOME TO MOUNTVIEW



## A message from Sally Ann Gritton Principal & CEO

Mountview does things differently. Through our higher education programmes, our participation work, our growing network of regional sites, and our own examination board in Musical Theatre, Mountview Exams, we aim to dismantle barriers to the arts, open access to training for people of all ages and abilities, and engage meaningfully with the communities around us.

We are a vibrant, outward-looking organisation, agile and responsive to a changing sector. Each year we share our space, expertise and resources, learning from and collaborating with the rich cultural ecology on our doorstep and beyond. While our purpose-built home in Peckham remains central to who we are, Mountview is not defined by a single location: it is not a building, but an ethos.

## Our Mission, Vision and Values

Mountview exists for one reason: to develop actors, technicians and practitioners who will shape the future of the creative industries.

Our vision is to be a world leader in dramatic training, making an impact locally, nationally and internationally. We give potential a chance, nurturing bold, curious and purposeful artists, and we work to ensure our teaching remains current, ambitious and relevant. We train our students to the highest standards, developing skills, confidence and individuality through innovative practice, close industry relationships and a deep belief in the power of creativity to change lives.

Our staff team is highly skilled and collectively committed to Mountview's mission. Together, we have built a flourishing, energetic workplace that celebrates kindness, difference and collaboration, and succeeds through a shared belief in our core values:

- Challenge the Status Quo
- Create Belonging
- Sustain the Future
- Compassionate Collaboration
- Transparent Communication

Inclusivity and belonging sit at the heart of our organisation: we commit to learning, to accountability, and to doing better when we fall short. By investing in our people and our partnerships, we secure a vibrant future for the arts and for the students and staff who make Mountview what it is.



## How We Work at Mountview

At Mountview, people work hard, care deeply about what they do and look out for one another. We are a friendly, ambitious organisation with high expectations of ourselves, where everyone is trusted to take responsibility, pitch in when needed and contribute beyond their immediate role. We value openness, thoughtful challenge and a willingness to keep learning as we grow. We support one another to meet high standards and to do our best work.

The behaviours below are rooted in our values and describe what this looks like in practice. They set out the expectations for how we work, collaborate and deliver at Mountview. They apply to everyone and are demonstrated at a level appropriate to each role and its responsibilities:

### Mindset & Approach

Responsibility & Accountability  
Resilience & Adaptability  
Curiosity & Creativity

### Interpersonal Skills & Relationships

Compassion & Respect  
Collaboration & Teamwork  
Communicating & Influencing

### Organisational Effectiveness

Continuous Improvement  
Using & Managing Resources  
Inclusive Practice

I hope, having learned more about Mountview, that you feel encouraged to apply for this role. If you do, please know this: you are welcome here.

## THE ROLE

<b>JOB TITLE:</b>	Participation Manager
<b>REPORTING TO:</b>	Principal & CEO
<b>RESPONSIBLE FOR:</b>	Senior Producer Creative Learning Producer
<b>WORKS CLOSELY WITH:</b>	Short Courses Manager Facilities & Operations Team Heads of Department and Managers EEDI Committee

## PURPOSE OF THE ROLE

The Participation Manager is responsible for the day-to-day management and ongoing development of Mountview's participation offer. This includes community programmes, schools engagement, and selected outreach projects. The post holder will line manage the core Participation team and oversee the planning and delivery of activity across the area. This includes responsibility for budgets, staffing, safeguarding, evaluation, and partnership working.

The Participation Manager will shape new activity, turn ideas into effective operational delivery, and identify opportunities for growth and improvement. They will ensure that Mountview's participation work is inclusive, well planned, well run, financially responsible, and aligned with Mountview's wider objectives.





## MAIN DUTIES AND RESPONSIBILITIES

This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and line manager as operationally required.

### Participation Programmes and Partnerships

- Manage the day-to-day operation and continuous improvement of Mountview's participation and community engagement programmes, ensuring activity is well organised, responsive and delivered to a high standard.
- Oversee the practical delivery of projects and programmes, including scheduling, staffing, logistics, communications, registration and participant follow-up.
- Ensure activity is delivered in line with agreed aims, budgets, timelines and quality standards.
- Maintain oversight of annual and project-based participation activity, including schools engagement, Peckham Sessions and other agreed outreach or community programmes.
- Work with the team to review provision, identify improvements and support the development of new activity in response to community need, organisational priorities and operational capacity.
- Build and maintain effective working relationships with schools, community groups, artists, partner organisations and other external stakeholders.
- Act as a key operational point of contact for participation-related partnerships and external relationships, escalating significant issues or opportunities where appropriate.
- Work collaboratively with colleagues across Mountview to ensure participation activity is well coordinated, clearly communicated and properly supported.

- Work closely with the Short Courses Manager to facilitate crossover opportunities between programmes.

### **Management, Planning and Evaluation**

- Line manage the Participation team, providing day-to-day support, clear objective setting, regular supervision and performance management.
- Lead the recruitment, briefing, coordination and oversight of freelance practitioners and support staff across participation activity, ensuring staffing is planned effectively and activity is consistently and safely delivered.
- Foster a positive, inclusive and well-organised team culture in which staff and freelancers understand expectations, responsibilities, policies and ways of working.
- Ensure that freelance engagement, contracts, staffing records and related workforce administration are managed effectively in liaison with relevant colleagues.
- Manage participation budgets and project expenditure, ensuring effective use of resources, accurate record keeping and timely financial administration.
- Oversee the systems and administrative processes that support participation delivery, including enrolment, registers, participant communications, data capture and payment processes.
- Ensure accurate data is captured and maintained across participation activity, with reporting information available for internal review, evaluation and external requirements where needed.
- Oversee monitoring and evaluation processes, including attendance, feedback, outcomes and other agreed measures of impact.
- Use data, feedback and learning to improve delivery, inform planning and support clear reporting on participation activity.
- Work with Marketing and Communications colleagues to support the effective promotion and recruitment of participation activity.
- Provide information, evaluation material and delivery insight to support funding applications, funder reporting and partnership development activity.

### **Safeguarding, Health & Safety and Compliance**

- Take a leading role in ensuring that participation activity is delivered in line with Mountview's safeguarding, child protection, health and safety, data protection and related policies.
- Ensure that appropriate risk assessments, safeguarding procedures and safer working practices are in place across participation activity.
- Ensure that staff, freelance practitioners and partners understand and comply with relevant policies, procedures and operational requirements.
- Undertake any specific safeguarding responsibilities attached to the role within Mountview's safeguarding structure.

### **Other Duties**

- Any other duties as may be reasonably required commensurate with the role.

## Additional Information

- The post holder must at all times carry out their responsibilities with due regard to Mountview's policies and commitment to Equal Opportunities.
- The post holder must accept responsibility for ensuring that Mountview's policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
- The post holder must respect the confidentiality of data stored electronically and by other means in keeping with the Data Protection Act 2018, and must abide by any related policies and procedures.



# PERSON SPECIFICATION

Our person specification outlines the profile of our ideal candidate. However, we appreciate that not every candidate will meet every criterion. If you don't have all the skills or experience outlined but believe you can still make an impact, please explain in your supporting statement how you think you'll be able to achieve this and what support you might need to do so.

## Knowledge and Experience

- Experience of managing arts, cultural, community engagement and/or education-based programmes or projects.
- Experience of working with children, young people and/or community participants, ideally in an arts or educational setting.
- Experience of sourcing and managing freelance practitioners, artists, facilitators or similar staff groups.
- Experience of line management and day-to-day team leadership.
- Experience of planning and delivering activity involving multiple stakeholders, deadlines and operational requirements.
- Experience of budgeting, financial monitoring and reporting.
- Understanding of safeguarding practice in relation to participation work.
- Understanding of cultural and financial barriers facing local communities and young people in accessing arts and culture.
- Knowledge of Peckham and Southwark communities.

## Skills and Abilities

- Strong communication, negotiation and interpersonal skills.
- Ability to manage staff and freelancers effectively and support high standards of delivery.
- Ability to build and maintain productive partnerships and stakeholder relationships.
- Ability to plan ahead, prioritise competing demands and manage workload across multiple projects.
- Ability to work accurately and confidently with budgets, administration and operational detail.
- Ability to identify problems, make sound judgements and take action within clear delegated levels of authority.
- Ability to use data, feedback and evaluation information to improve practice.
- Strong IT skills.
- Ability to exercise tact, discretion and sound judgement in dealing with sensitive issues.

## Personal Qualities and Attributes

- Alignment with Mountview's values and a genuine commitment to inclusion, access and high-quality participant experience.
- Positive, proactive and professional approach.
- Flexible and adaptable approach to day-to-day workload.
- Ability to remain calm and effective under pressure.
- Collaborative working style and willingness to contribute across team boundaries.
- Commitment to self-development and continuous improvement.



## TERMS AND CONDITIONS

**Salary:** Circa £40K per annum, depending on experience.

**Contract:** Permanent.

**Hours:** 40 hours per week, normally 9am to 6pm Monday to Friday, with a 1 hour unpaid break each day.

Additional hours may be required, as agreed with the post holder and determined by the needs of the business.

Mountview currently operates a hybrid working policy, 60% in the office and 40% remotely, where roles and responsibilities allow. This is a non-contractual arrangement, and we reserve the right to request that the post holder is in the office at any time during their working week.

**Holiday:** 28 days in the first year, including bank holidays, pro rata, rising to 38 days with length of service thereafter.

Mountview also has a paid (pro-rata) operational closure over the Christmas holiday period which totals up to 7 additional days, excluding bank holidays.

**Location:** This post is based at Mountview's premises in Peckham, London SE15. We reserve the right to require the post holder to work at such other place of business within Greater London as the organisation may require, or work from their own home for online delivery when necessary.

## OTHER BENEFITS

- Complimentary staff tickets for public performances, subject to availability and policy.
- Pension schemes with NOW Pensions.
- Access to interest-free season ticket loan upon successful completion of probation.
- Access to a salary sacrifice cycle-to-work scheme upon successful completion of probation.
- Generous sick pay.
- Enhanced family leave upon successful completion of probation.
- Training and development opportunities, including time off for development.
- 25% fee remission for undergraduate and postgraduate degrees at University of East Anglia, subject to qualifying criteria and certain exclusions.
- Access to Health Assured Support Services providing free and confidential health and wellbeing support on emotional issues, financial services, family caring, daily living, legal information, life coaching and counselling support for you and your family.
- Confidential 24-hour counselling service available to you and family members who live with you.
- Access to the TalkLife Workplace, a global community of like-minded people supporting each other day and night.
- Contribution to the cost of eye tests and glasses, subject to agreement and policy.
- Extras discounts saving up to 10% on the cost of physical and digital gift cards from big name retailers.
- Access to a bYond Card providing up to 15% cashback when you shop at over 80 household retailers.

## RECRUITMENT PROCESS

**Closing date:** Thursday 30 April at 9am.

**How to apply:** Please send your CV, with a covering letter and a completed equal opportunities monitoring form, to [recruitment@mountview.org.uk](mailto:recruitment@mountview.org.uk).

All applications will be acknowledged. Late applications will not be considered.

**Equal Opportunities:** We know that diverse groups of people make better decisions. To help us take positive action to improve diversity, we ask candidates to also complete an equal opportunities monitoring form. This will not be shared with the shortlisting or interviewing panel but will be used to improve accessibility in our recruitment processes.

Mountview is committed to diversity and is an equal opportunities employer. We would particularly like to encourage applicants from under-represented backgrounds and value the positive impact that difference has on our institution.

