



Programme Co-ordinator, Chelsea Heritage Quarter

Contract: Freelance, 4 days a week, 46 weeks

Location: minimum 2 days on site at one of the partner venues. Some flexibility in hours and days will be required from time to time.

Fee: £27,900 one year freelance contract

Reports to: Gill Webber, Director, Chelsea Heritage Quarter

Located in the heart of picturesque Chelsea, the Chelsea Heritage Quarter brings together three remarkable and unique visitor destinations on the Royal Hospital Road - the Chelsea Physic Garden, Royal Hospital Chelsea and National Army Museum – and Cadogan, one of London's largest 'great estates'. All share a heritage dating back to the 17th century. Launched in summer 2024, the Chelsea Heritage Quarter welcomes and inspires visitors, demonstrating the relevance of history to our lives today and in the future through history and heritage inspired programming including our flagship Chelsea History Festival.

The role of Programme Co-ordinator will work with the Director, Chelsea Heritage Quarter, and creative teams from all partner organisations to establish the Quarter as a must-see visitor destination telling stories about the UK's rich history through the remarkable history and heritage of Chelsea.

1. Chelsea Heritage Quarter

1.1 Administration

Support the Director of Chelsea Heritage quarter with the administration of the charity. Attend CHQ meetings and take minutes/actions as required.

- Keep a tracker/timetable of events happening across the partners up-to-date and regularly circulated.
- Assist with the co-ordination and management of key moments in the programme throughout the year, ensuring co-ordination of the management and delivery of these moments.

- Assist with general admin in support of the programme, including uploading event details to our website, ticketing platforms, guestlists and distributing marketing materials.
- Manage a small number of events directly undertaken by the Chelsea Heritage Quarter such as heritage walking tours. These might include having an outreach presence at partner events such as the Chelsea Christmas Lights Switch-On or the annual Plant Fair at the Chelsea Physic Garden

1.2 Marketing

Working with the partner institutions marcomms teams and agency staff, contribute to the marketing of the Chelsea Heritage Quarter and the programme including producing content for the website, newsletter and social media channels.

2. Chelsea History Festival Project Management:

- Organise regular meetings to happen in a timely way, take minutes and circulate minutes to Festival partners.
- Keep an up-to-date directory of key personnel across the Festival which is circulated to aid communication.
- Track the project timeline of festival key dates, providing updates and reminders to festival partners where deadlines are approaching and escalating issues as required.
- Liaise with all partners to ensure that they are fully prepared operationally for their events - eg book sales/AV requirements.
- Co-ordinate and assist as appropriate with the production of Event Management Plans (EMPs) by the partner venues and liaise with local council and residents' associations where applicable.
- Should any event be programmed to happen at a non partner event, manage all risk assessments, management plans and licensing for that event.
- Assist as required in pulling together material to support fundraising and sponsorship work including grant applications.
- Keep an overall budget for the festival and any individual budgets for activity as required

Box Office Management:

- Manage the relationship between and act as the point of contact with the Festival's ticketing partner.
- Ensure ticketing matrix is passed to the ticketing partner, that listings are correct and meet the on-sale deadline.
- Upload all agreed content from the partners onto the CHQ website and ensure all links through to the ticketing platform are correct.
- Ensure changes to programme or ticketing capacities are passed from festival programme team to ticketing partner and are accurate and timely.

- Work with the ticketing partner and festival team to schedule on-site box office management for the Festival Period and ensure box office is operational throughout festival period.
- Communicate on the day seat-filling, complimentary ticket or hold releases to ticketing partner to maximise attendance.
- Assist with communication and management of any event cancellations. On site support and communication during the Festival:
- Be a vital link between the partners during the Festival, assisting as required in ensuring smooth delivery.
- Be prepared to step in as required to manage situations on the ground.
- Be prepared to take photos and capture content for communications purposes for the events you are attending.
- Be prepared to manage members of the public and escalate any issues to relevant personnel.

Delivery:

- Co-ordinate individual schedules and itineraries for each day/event as required.
- Attend daily meetings, amending schedules and re-issuing where required.
- Support with the distribution of any marketing or way-finding materials.

Festival wrap-up:

- Finalise budgets and ensure that invoicing and cross-invoicing is completed correctly.
- With the CHQ Director, organise and minute a Festival debrief and ensure the collation and distribution of evaluation and the sharing of learnings.
- Support any reports that are required for sponsors or other stakeholders.

Person Specification

Essential

Minimum 3-5 years' experience of:

- project management in a programme/festival/events environment - ideally in the cultural or charity sector
- managing multi stakeholder projects and working with a number of different partners and venues concurrently
- destination marketing techniques
- Experience of writing agendas, minute taking and meeting administration
- Excellent IT literacy including Excel, Word, powerpoint, Wordpress CMS and dropbox

- Excellent time management skills, ability to prioritise and to multi-task
- Excellent communication skills and interpersonal skills
- Excellent attention to detail

Desirable

- A recognised Project Management qualification
- Experience of Event Site Management, risk assessment and licencing work
- First Aid Certificate
- Health & Safety Qualification (such as IOSH)