CANDIDATE INFORMATION

Organisation and role overview

About Elevate Creates

Elevate Creates provides creative enterprise, work-skills and self- employment focused training for neurodivergent young people and adults, including autistic people and people with learning disabilities. Trainees develop practical skills through creative projects, enterprise activities and meaningful workplace experiences.

Our creative enterprise approach includes Design, Make, Market, Sell. We support our trainees through the different stages to help them turn their creative ideas into a micro-business opportunity. We connect practical activity with communication, teamwork, independence, quality, customer awareness and progression towards work. Outcomes must reflect each trainee's starting point, goals and support needs.

Why we are creating this role

The Programme & Operations Manager will lead the day-to-day training operation, translating the Directors' priorities into programmes that staff can deliver consistently. The role combines programme development, people management, evaluation, business awareness and some direct training delivery.

The postholder will take ownership of routine planning and operational problem-solving, giving Directors more capacity for strategy, partnerships and organisational development. This includes knowing when to act independently and when a decision or risk needs Director attention.

Employment detail	Role information
Contract	Part-time, Permanent
Working time	4 days / 30 hours per week; Monday, Tuesday, Thursday & Friday 09:30 – 17:00
Salary	£30,000 per annum actual salary
Location	St Leonards-on-Sea
Reporting and team	Reports directly to Directors; manages the existing training/delivery team
Other terms	24 days annual leave plus Bank Holidays (includes mandatory Christmas shutdown), Nest Pension Scheme, Benenden Healthcare, company sick pay policy

The balance of the role

Programme leadership and team management are core responsibilities. Direct delivery should model good practice and use the postholder's strengths.

Job description

Role purpose

This role is a bridge between strategic delivery and day to day functioning, ensuring that the delivery and resources align with organisational goals and compliance.

The post holder will devise and implement high-quality training that develops trainees' creative enterprise, workplace and employability skills. They will lead the training/delivery team, oversee daily operations and provide Directors with reliable evidence of progress, quality, capacity and risk. They will also optimise day to day operational efficiency, process governance and team performance.

Programme development and implementation

- Translate organisational priorities and trainee needs into clear programme aims, sequenced activities, delivery plans and accessible resources.
- Review existing provision, identify gaps and coordinate improvements across creative enterprise, work-skills and self-employment-focused training.
- Define entry points, baselines, individual goals and progression routes; involve trainees in shaping meaningful and realistic outcomes.
- Plan timetables, staffing, resources and delivery responsibilities; test new approaches on a manageable scale before wider implementation.
- Ensure learning connects with real workplace and enterprise expectations, including quality, reliability, customer needs, costs and deadlines, with appropriate support and adjustments.

Outcomes and quality improvement

- Establish a proportionate framework for recording progress in communication, teamwork, independence, practical skills, enterprise and employability.
- Use baseline and review evidence, trainee voice, staff observations and relevant stakeholder feedback to evaluate delivery and improve programmes.
- Agree observable measures with staff, moderate judgements and distinguish participation or activity completion from demonstrated skill development.
- Prepare concise reports for Directors showing progress, exceptions, data limitations, actions and decisions required; avoid unsupported claims of employment outcomes.

Contribution to delivery

- Plan and facilitate agreed sessions
- Demonstrate accessible delivery and coach colleagues through observation and feedback.
- Adapt delivery to individual communication, learning and sensory needs, seeking specialist advice where needed.
- Maintain purposeful expectations without requiring a single communication style.

Job description continued

Leadership and staff management

- Manage the existing training/delivery team through clear objectives, delegated responsibilities, regular briefings and individual supervision.
- Coordinate workloads, routine cover and development needs within approved staffing levels; maintain clear handovers for periods of staff leave or absence as well as own.
- Support consistent practice through shared plans, observations, constructive feedback and agreed improvement actions.
- Address concerns promptly and fairly through informal management and support; refer formal capability, disciplinary, grievance and contractual decisions to Directors.

Day to day operations and enterprise

- Coordinate rooms, materials, equipment, attendance information, delivery schedules and operational records so sessions run reliably.
- Manage approved resources and budgets, track costs and value for money, and recommend improvements without making unauthorised commitments.
- Resolve routine issues, keep an action and risk log, and maintain continuity arrangements for absence, resource failures and changing trainee needs.

Safeguarding and professional responsibilities

- Follow safeguarding procedures, recognise and report concerns promptly, keep factual records and ensure staff know the correct reporting route.
- Take immediate protective action when necessary and contact emergency services where appropriate; do not wait for a weekly meeting or Director approval to protect someone from immediate harm.
- Promote equality, dignity, reasonable adjustments, health and safety and secure handling of personal information. Share information only with those who need it.
- Maintain professional boundaries, seek advice within competence limits and contribute to relevant training and policy review.

Accountability and review

- Attend a weekly Director management meeting.
- Agree priorities and delegated authority on appointment
- Review workload and impact during probation and undertake other reasonable duties consistent with the role and contracted hours.
- Material changes to responsibilities or terms require discussion and agreement through the appropriate process.

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Decision making and authority

Directors set strategy and retain overall financial, employment and governance accountability. The manager leads routine training operations within agreed plans, policies, budgets and competence. Directors will normally route routine team instructions through the manager.

Area	Manager decides or leads	Directors retain or approve
Programmes	Session plans, sequencing, routine adaptations and approved improvements.	New service lines, major programme changes, strategic priorities and external commitments.
Team	Daily allocation, briefings, supervision, feedback and routine cover within agreed limits.	Recruitment approval, pay, contracts, formal sanctions, dismissal and formal employment outcomes.
Resources	Purchases and use of resources within the written delegated budget and spending limit.	Budgets, spending above limits, unbudgeted commitments, contracts and capital expenditure.
Trainees	Routine delivery and support coordination under agreed plans, with appropriate consent.	Major placement or service changes and high-risk decisions requiring organisational authority.
Safeguarding	Immediate protection, factual recording and prompt reporting under safeguarding procedures.	Organisational oversight with the designated safeguarding lead; serious matters escalated promptly through required routes.
Reporting	Accurate operational data, routine stakeholder updates and improvement proposals.	Formal organisational statements, significant complaints, funder commitments and strategic partner agreements.

Delegations to record on appointment

Spending limit per transaction: £TBC |
Cover and leave approval limits: 2 weeks
Named Director and deputy: Primary – Claire Burgess / Secondary – Melanie Crouch | Safeguarding lead and deputy: Lead - Claire Burgess / Deputy – Programme & Operations Manager
Operational cover and urgent contact route: Claire Burgess

Escalation rule

Escalate immediately through the relevant procedure where there is a safeguarding concern, serious incident, unsafe staffing, major data breach or material risk. Escalate decisions outside delegation before committing the organisation. Bring routine exceptions to the weekly meeting with options and a recommendation. Record who owns each decision and its deadline.

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Person specification

We welcome evidence from employment, self-employment, volunteering and other relevant responsibilities. Demonstrable equivalent experience is valued. Essential requirements must be evidenced across the process; desirable criteria add value but are not entry barriers.

Category	Essential	Desirable
Experience	Developing and implementing training at an organisational level, employability or comparable programmes/projects, with personal responsibility for delivery.	Creative enterprise, vocational learning, supported employment or social enterprise programmes.
Experience	Coordinating people, resources, timetables and competing priorities; managing or supervising staff and giving constructive feedback.	Leading a small multidisciplinary team or establishing new management routines.
Experience	Defining outcomes, gathering evidence and using findings to improve delivery.	Reporting to Directors, funders, commissioners or external partners.
Experience	Business, enterprise or commercial experience	Creative industries, digital media, product development, sales or customer-facing enterprise.
Experience	Facilitating learning, training or development activities and adapting communication to participants.	Direct experience with neurodivergence, SEN/SEND, autism or learning disabilities.
Skills	Programme design; practical project planning; prioritisation; delegation; clear written and verbal communication; staff supervision.	Coaching colleagues and developing shared resources or quality assurance processes.
Skills	Using simple digital tools to plan, record and analyse progress; presenting concise reports and recommendations.	Experience with accessible resources, individual learning plans or supported communication.

Assessment methods: application evidence, structured interview and practical task. References corroborate relevant information after a conditional offer; they do not substitute for the scored assessment.

Person specification continued

Category	Essential	Desirable
Knowledge	Understanding of outcomes-based planning, basic evaluation and the difference between activity, achievement and longer-term progression.	Knowledge of supported employment pathways and local referral or support networks.
Knowledge	Understanding of workplace expectations, resource constraints, customer needs and value for money.	Knowledge of creative enterprise development or commissioning/funding environments.
Knowledge	Awareness of inclusive practice, confidentiality and professional boundaries; ability to recognise a concern, report it and work within safeguarding procedures.	Specific knowledge of autism, learning disabilities, neurodivergence, SEN/SEND and relevant support approaches.
Attributes	Organised, accountable and able to take ownership while recognising limits of authority; willing to seek advice and learn.	Experience helping a small organisation introduce proportionate systems during change.
Attributes	Respectful, strengths-based and person-centred; able to balance individual support with meaningful workplace expectations.	Established relationships with employers, families, carers or relevant professionals.
Attributes	Calm prioritisation, fair and constructive challenge, collaborative working, resilient, and a commitment to evidence-led improvement.	Reflective practice developed through relevant specialist learning.
Qualifications	No specific formal qualification is essential. Ability to meet the essential requirements through relevant experience and learning.	Relevant training, teaching, business, management, project-management or safeguarding qualifications or development.

Inclusive assessment

A formal teaching qualification is not mandatory. Specialist SEN/SEND, neurodivergence or learning disability experience is desirable rather than essential.

We assess values through evidenced behaviours, including respect, accountability and commitment to trainee progression. Recruitment adjustments are available throughout the process.

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Job advert

Programme & Operations Manager

Elevate Creates Training Ltd | Permanent
4 days / 30 hours per week
£30,000 actual salary per annum
East Sussex — St Leonards-on-Sea

Help us turn creative enterprise skills training into meaningful progression for neurodivergent young people and adults, including autistic people and people with learning disabilities.

We are recruiting a Programme & Operations Manager to lead our day-to-day training operation. Reporting directly to the Directors, you will develop and implement programmes, manage our existing delivery team and establish clear evidence of trainee progress. You will also contribute to training delivery and bring practical business and enterprise thinking to our work.

What you will do

- Turn ideas and trainee goals into structured programmes and accessible resources.
- Coordinate staff, timetables and resources; support consistent, purposeful delivery.
- Measure outcomes and use evidence to improve trainees' learning and progression.
- Lead routine operations independently within agreed authority, reducing the Directors' day-to-day management burden.
- Manage the existing training/delivery team through clear objectives, delegated responsibilities, regular briefings and individual supervision.

What you will bring

Strong programme or project implementation, organisation and people-management skills; experience evaluating outcomes and facilitating learning; and business, enterprise or commercial experience or strong applied commercial awareness. You may come from training, employability, business, social enterprise or another relevant setting.

Experience or understanding of SEN/SEND, neurodivergence, autism or learning disabilities is welcome but not essential. A formal teaching qualification is not required.

Apply

Download our Job Pack from www.elevatecreates.co.uk/workwithus and send your CV with a supporting statement of up to two pages addressing the essential criteria to claire@elevatecreates.co.uk. Equivalent accessible formats can be agreed. Closing date: 5pm 18th November 2026. Interviews: w/c 23rd November. For an informal discussion or recruitment adjustments, contact Claire Burgess on 01424 587204.

We welcome applications from people of all backgrounds, including disabled and neurodivergent candidates, and will make reasonable adjustments throughout recruitment. Please tell us what would help you demonstrate your skills; a diagnosis is not required to start that discussion.

Appointment is subject to satisfactory references, verification of the right to work in the UK and any role-appropriate checks. Any DBS check will be limited to the level for which the duties are legally eligible, confirmed before it is requested.