



Programme Coordinator

Economy | All About Trans | Youth Media

Key Info:

- **Deadline to apply:** Sunday 10th May, 11.59pm
- **Job Type:** 12-month fixed-term contract
- **Working:** Part time, 3 days a week (24 hours)
- **Salary:** £31,518 (per annum pro rata)
- **Staff Benefits:** 7.5% pension contribution, generous holiday leave, birthday leave, Christmas leave plus bank holidays, annual training budget, mentoring, and hybrid working.
- **Reporting to:** Senior Programme Manager
- **Based at:** London-based / hybrid.
 - Working at least 2 days a week in the office, one of which is a Tuesday.
 - Our office is on Cambridge Heath Road, London, E2 9DA

**Heard is trialling the Four-Day Week as part of our commitment to well-being, sustainability and effectiveness. This means our full-time equivalent has reduced from 35 to 32 hours, spread Mon - Thurs. [Learn more](#) about the trial.*

About Heard

We are [Heard](#), the multi-award-winning charity helping people, organisations and the media tell stories that change hearts and minds. In 2024, we sparked stories that reached a combined audience of 39 million: about poverty, climate change, migration, domestic abuse, sexual violence, trans experiences and children's palliative care.

We partner with storytellers across TV, film and news shaping popular culture - such as the BBC, Netflix, Sky, ITV, Channel 4, Channel 5, LBC, The Times, The Guardian, Paramount - to help them tell powerful and captivating stories at scale that make change feel possible.

We support, upskill and empower more than 600 professionals a year to embed framing into their everyday communications and champion narrative change in their own sector to make impact long-lasting and sustainable.

We co-create with people with lived experience to ensure their learnings are shared and their voices are fairly represented.

The role

Programme Coordinators (PC) at Heard support the delivery of the innovative and varied programmes of work we develop, to bring about long term narrative change across a number



of social justice issues. This role will be working directly with our Economy, Youth Media and All About Trans programmes.

Programme Coordinators (PC) hold much of the day-to-day operations of the programme, and help plan, deliver and evaluate activities aligned with programmes' strategies including: media, sector training and trusted messenger work. This includes coordinating with colleagues, sector partners, lived experience networks and consultants to keep work moving smoothly and on track.

This is a varied, hands-on role. PCs support programme delivery across multiple areas - from operational coordination and monitoring/tracking progress, to helping run events and activities, to contributing to communications that share learning and impact. The focus of this role will shift over time depending on the programme's stage and needs

All About Trans is a programme that works to improve media representation of trans people. The programme works with a lived experience network of trans people.

Youth Media is currently a one year research programme looking at how young people of migrant backgrounds (or from families with intergenerational migration histories) feel about representation in the media they watch and engage with.

Our new **Economy** programme explores how we can shift public mindsets about the economy - to understand that different approaches are possible, and that we all have agency over how our economy is designed. This programme works with lived experience to consultant to co-create a framing toolkit on a new economy, and to work with the media on telling a new story about the economy

Programme coordination

- Support with project administration, delivering project schedules and key milestones - taking on delegated tasks from the Programme Manager
- Gather and collate information for monitoring and evaluation
- In line with programme budget, doing purchasing and processing finances as required - communicating across internal teams
- Respond to enquiries from external contacts (media, sector organisations, partners and funders)
- Contribute to discussions on improving project quality and legacy

Programme delivery

- Working with the programme manager to prepare and co-facilitate trainings, workshops and other activities for media, sector organisations, partners and funders - making logistical arrangements, preparing materials, and liaising with those involved in delivery and those attending
- Provide general support to programme participants around media engagement and project involvement (e.g. supporting throughout media opportunities, attending interviews, briefing calls, aftercare support, pitching, developing ideas for content etc.)



- Support the management of advisory groups, participant networks or other external groups, as required by the programme
- Support the team to produce high-quality, tailored research, slide decks, and briefing materials for sessions and public-facing engagements, applying narrative framing principles.

Programme development

- Maintain an understanding of the context within which a programme exists, including relevant legislation, news and events
- Contribute to the strategic conversations about the programme's development
- Support the programme managers with the gathering of information for the writing of funding bids and reports

Working with the wider team

- Attend team, project and organisation meetings, training or events
- Contributing to the culture, policies and strategy of the organisation, through team activities, working groups and bringing feedback to senior leadership
- Seek to ensure consistent standards are developed and maintained across the programme, duplication of effort is avoided and opportunities for shared learning are optimised by collaborating with fellow PMs, and the wider team
- Fulfil any other ad hoc duties reasonably requested by colleagues, in line with our commitment to working collaboratively and support each other
- Take part and contribute to team meetings.

Skills

Preferred

- Strong organisational skills including attention to detail, with the ability to manage multiple tasks, timelines and priorities.
- Excellent written skills and good general IT skills, including using Google Workspace
- Strong tech skills, with experience in hosting online meetings and events on different platforms such as Zoom and Google Meet.
- Excellent interpersonal and communication skills – enjoys dealing with people and has empathy, patience and good listening skills. Warmth, openness and sensitivity to the issues we work on and people we work with
- Experience and/or interest in communications work
- Experience of co-ordinating participants and stakeholders

Desirable

- Experience working in the charity sector, and in particular, a small charity
- Background in working with minority groups and social issues and/or understanding of misrepresented communities different experiences and challenges
- Commitment to social justice, equity, and the mission of narrative change.



- Design experience including: making slide decks, editing clips, formatting reports and creating creative assets.
- Background in events planning and delivery or campaigning
- Experience or interest in project management and familiarity with tools such as Asana, Trello, or Slack.

Our values

We are brave. We think big because we know real change takes time. We take bold, ambitious steps forward to further our impact. We make space for difficult conversations and reflection.

We care for people. We create spaces where people feel safe, seen and heard. We support each other with compassion. We prioritise wellbeing, including our own. We practice boundaries, nurture our resilience, and intentionally find joy.

We are collaborative. We believe that collaboration sparks ideas, deepens understanding and drives impact. We bring together diverse perspectives, skills and experiences – to build more inclusive and effective solutions. We share our learning to further narrative change approaches.

We nurture creativity. We stay playful, curious and open-minded. We make space for experimentation, and play to the creative strengths of partners and collaborators.

We listen. We listen to the people who are usually least heard. We support them to speak out, lead and take ownership. We know when to lean into our own experiences, when to lead and when to step aside. We stay accountable to the impact of our actions, not just our intentions.

Application process

To apply please complete this [application form](#). The application deadline is **11.59pm on Sunday 10th May**.

- **First round Interviews will take place on either Thurs 14th May or Fri 15th May**
- **Second round interviews will take place on either Tues 19th May or 21st May**

Use of Artificial Intelligence (AI) in the questions or interview task: We recognise that AI tools are part of many people's working lives and may be used in preparing applications/interviews. That said, applications are assessed on the basis of your personal experience, judgement and examples. We score for specificity and authenticity; responses that appear generic or indistinguishable from standard AI-generated content will be scored lower.

If you require any reasonable adjustments during our recruitment processes, including assistance with reading this page or sending documents, **please contact** info@heard.org.uk.



Here's more info about the form and application process:

- You will need a Google account or Gmail to access the form. Here's [how to set up a Google account](#) - this should only take a couple of minutes.
- Email info@heard.org.uk if the form or any part of the application process is not accessible to you (or if for any reason you are unable to set up a Google account).
- The form will ask you to upload your CV, and ask you three application questions. We do not ask you to write a cover letter - just to answer these questions.
- There will be application questions to answer.
- We will review and score your application questions anonymously to counter unconscious bias when we assess applications.
- In the form, we'll also ask about any adjustments or support you may need to ensure the recruitment process feels inclusive to you.