

Job Description

LEADERS PROGRAMME COORDINATOR

Contact: Hazel Webb, hazel@futureoflondon.org.uk



REPORTS TO	Leaders Programme Manager
SALARY	£25,000 pa (full time, 5 days/week)
CONTRACT	21 months
START DATE	January 2022
LOCATION	70 Cowcross Street, London EC1M 6EJ (working remotely following government guidance)

ABOUT FUTURE OF LONDON

Future of London (FoL) is an independent network connecting the capital's regeneration, housing, infrastructure and economic development practitioners. We help build better cities through knowledge, networks and leadership across disciplines, organisations and sectors. The network includes more than 5,000 people who use FoL as a hub for sector intelligence, connection and professional development.

FoL's small team works hard to deliver inspiring research and best practice shared through events and publications, highly sought-after Leaders professional development programmes, Housing, Diversity and Alumni networks and commissioned research projects (Services). We move fast, and offer a diverse, enjoyable and supportive workplace with great opportunities for learning and personal development.

With its large network, supportive team and the chance to learn or hone a variety of transferable skills, FoL is an excellent place to build your career while contributing your own skill set and experience to making better cities.

JOB SUMMARY

In this role you will be providing administrative and event support principally for the Leadership programme, plus a number of key FoL networks. Core tasks include handling telephone and email enquiries, managing stakeholder and supplier contacts, event support, database management and website updates.

FoL has a reputation for delivering some of the best professional [leadership courses](#) for the built environment sector in London. You will be supporting highly talented individuals who will go on to influence the way London, Greater Manchester and cities elsewhere are planned, designed, built and managed. You will help ensure that these candidates, their mentors and our suppliers experience a very high standard of service through the provision of accurate and timely course materials; excellent data management; well organised leadership modules, workshops and field trips and professional and warm customer service.

You will be supporting FoL's growing [network of senior mentors](#) who support candidates on the courses and the [Alumni network](#). You'll ensure that the information we hold is accurate and up to date on the website and CRM and support the planning and delivery of events such as mentor briefings and Alumni networking events.

Our award winning [Speaker Diversity Network](#) helps people from underrepresented groups have the skills and confidence to be part of London's urban debate. You'll support quarterly training events and keep the speaker bank and pledge signatories up to date.

Equality and inclusion is a fundamental part of what we do and value as an organisation and as a team. Across all our programmes we strive to help improve the diversity of the sector and ensure the needs of underrepresented groups are better understood by our profession.



Through the recruitment of new team members we want our team to better represent Londoners.

This is a great role if you want to play a part in delivering an equitable, sustainable and viable London.

KEY TASKS

Assist the Leaders Programme Manager, Head of Leadership and Emerging Talent Manager with the smooth running of all leadership courses: Future London Leaders, Leaders Plus, the Emerging Talent Programme and future leadership courses. This includes:

- Uploading course content to the online learning platform and communicating with candidates directly to ensure they have all necessary information and materials ahead of the leadership modules
- Leading on Leaders event preparation, checking and collating presentations and documents using FoL templates, managing waiting lists, creating attendance sheets and badges, arranging external printing, organising refreshments, setting up meeting rooms and AV equipment, establishing strong working relationships with venues and suppliers. Attending and supporting staff with field trips across London
- Supporting candidate recruitment activity for the Emerging Talent Programme
- Updating Future of London web pages as required and contributing new content (via WordPress)
- Handling telephone enquiries and managing multiple inboxes efficiently
- Ensuring stakeholders of all kinds, such as mentors, alumni, facilitators, receive excellent customer service

Assist the Head of Marketing and Communications to promote and deliver the Alumni and Speaker Diversity networks. This includes:

- Supporting the planning and delivery of networking events and podcasts, through event and content support and working with the Alumni reps
- Supporting the planning and delivery of quarterly Speaker Showcase and presentation skills training, setting up and managing registrations and payments, liaising with trainers, checking and sending out event materials
- Keeping the Speaker Bank and Pledge signatories up to date on the website and supporting external comms to promote the initiative.
- Sending email invitations to and promoting Alumni and Speaker Diversity Network activities via social media and other channels as necessary

Event and admin support to the wider team in busy periods.

WHAT WE NEED FROM YOU

Required skills and attributes

- Educated to at least GCSE level (including English and Maths)
- Experience working in a professional office environment
- Demonstrable experience working effectively as part of a small busy team
- A friendly and energetic approach to supporting colleagues and stakeholders
- Very well organised
- Ability to follow instructions accurately and to work quickly and effectively

- Ability to prioritise tasks and work to deadlines
- An eye for fine detail when checking written documents and online content
- Flexibility and calmness under pressure
- A professional appearance and the ability to interact well with staff/stakeholders at all levels, establishing and maintaining positive working relationships
- Excellent written and verbal communication skills
- Respect for organisational and member/candidate confidentiality at all times
- Experience of setting up meetings and internal and external events
- Experience of online event software
- Excellent IT skills including Microsoft Office
- Awareness of, and commitment to, diversity and equality
- Appetite for learning and willingness to undertake relevant training

Desirable skills and attributes

- An interest/qualification in the built environment sector
- Experience of using SharePoint, online event/webinar support platforms, database management and Content Management Systems (CMS), e.g. WordPress

To apply, please send a completed application form ([available on our website](#)) and current CV to Hazel Webb, Leaders Programme Manager.

Contact: Hazel@futureoflondon.org.uk

Closing date: 10:00 Monday 10 January 2022

Interviews: 11-13 January 2022

Start date: 24 January 2022 (negotiable)