

# Citizens Theatre

## Job Description

<b>Role:</b>	<b>Community Coordinator</b>
<b>Responsible to:</b>	<b>Participate Programme Manager and Participate Director</b>
<b>Works alongside:</b>	<b>Citizens Community Director and Community Artist, wider Citz departments, as well as Freelance Practitioners</b>

### Purpose of the Role:

The Citizens Theatre is seeking a skilled and dynamic Coordinator to join our team. This role will work across multiple projects within our Adults and Community Residencies strands, managing operational and people-facing aspects of the projects - ensuring clear communication, participant and partner liaison and support, recruitment, evaluation, budget oversight, and smooth logistical planning of sessions, project activities and sharing/public events. This is a role focused on supporting projects and people, as well as widening access opportunities for the communities we work with, and therefore it requires strong administrative skills and an approach to working that is problem-solving focused and flexible.

Specifically, this role will be instrumental in the successful delivery of Navigate, a brand new three-year project supported by the Esmée Fairbairn Foundation, which is focused on partnering with local organisations to provide marginalised communities with long-term cultural opportunities, particularly those impacted by the UK's asylum and immigration policies. In Year 1 we will be delivering creative projects in partnership with Amma Birth Companions, and Freedom From Torture Glasgow. In addition, we will be hosting safe and brave artistic homes within our new building for participatory arts groups whose members are disproportionately impacted by inequality and inequity, including Standing Tall Arts and Solar Bear Deaf Youth Theatre among others.

This role will also be key in providing vital support for our largest and most long-standing group, the Community Collective currently funded by the National Lottery, which provides weekly drama and social opportunities for up to 40 participants a week, as well as their monthly community meal, with a focus on reducing isolation, building community relationships and ensuring that our work is engaging a diverse range of communities. Across both projects the Coordinator will collaborate with Citz colleagues to develop and deliver new administrative processes for supporting groups to see shows and taking part in additional activities, as well as coordinating a new Communities Advisory Group, made up of personnel representing Participate's delivery, learning and strategic partners. Where capacity allows the Coordinator will develop, support and maintain processes that benefit the wider Participate programme.

Following a seven-year closure for a major redevelopment of the building the Citizens Theatre reopened to the public in August 2025. The transformed building and facilities will present new opportunities for artistic, participation and commercial activities. This is an exciting opportunity to join the team during reopening and ensuring our exceptional welcome extends to all participants, working to remove barriers and champion access and inclusion in all that we do.

### Key Responsibilities:

- Work with Participate Programme Manager to maintain project schedules; undertaking regular forward planning across the programmes and ensuring that key milestones are met

- Coordinate the regular activity, longer-term project plan and operational logistics - attending to room bookings, collaborating with partner organisations, recruiting and hosting participants, overseeing refreshments and access, in order to support the work of the Lead Artists, Assistants and any other support staff, for example childcare and/or translators
- Ensure appropriate Safeguarding procedures are in place and upheld across the projects, both in-person and digitally
- Manage and track budgets for the project, with a focus on coordinating delivery spend and access costs, and where necessary developing processes to ensure costs are recorded and appropriate receipts are submitted in line with wider protocols
- Ensure appropriate participant and activity data are collated across the programme including weekly registration, permissions and access requirements, as well as collaborating with the wider team to design and manage the Evaluation Framework for the key projects, to feed into funder reporting and organisational learning
- Lead on the Ticket Programme for participants, including developing new processes within our Customer Relationship Management system to maximise on opportunities available, and work closely with Box Office and Welcome Team
- Establish and run a new Communities Advisory Group that builds a sense of ownership for those involved and allows the wider work of the Citizens to be influenced by those we engage
- Collaborate with Marketing to oversee and actively contribute to Participate's social media presence and stories, and contribute to wider work across the department focused on public narratives surrounding the work

### **Organisational Commitments:**

- Carry out any other tasks required on an ad hoc or continuing basis, commensurate with the general level of responsibility of the post
- Drive change through action and words that advocate inclusion and equality, creating a culture that recognises and celebrates diversity
- Be accountable for yourself and others, in line with our Health & Safety Policy
- Create a positive working environment, underpinned by the organisation's values
- Deliver a warm welcome and excellent customer service to all audience and visitors to the Citz
- Contribute to activities that support income generation and fundraising
- Contribute to our environmental sustainability goals
- Undertake relevant training and development as required

This job description is intended as a guide to the general duties and responsibilities of the role and does not form part of your contract of employment. These duties may be reviewed from time to time to meet the needs of the business. The Citizens Theatre is going through a significant period of change as we return to our building following seven years of displacement, and so we will inevitably change as we grow and develop over the coming years. All staff will be required to show a flexible approach to this process, which may involve revisions around job descriptions, titles, roles and departmental structures. Any significant changes will be discussed with you in advance.

### **Person Specification:**

#### **Essential**

- Demonstrable experience of coordinating art projects in community settings
- An active and working knowledge of the community arts sector in Glasgow
- Experience of collaborating with communities navigating the asylum system as well as other forms of overlapping marginalisation
- An energy and commitment to participatory working, with experience of working with a diverse range of people, across generations, cultures and languages
- The ability to anticipate and respond to challenges that arise from community projects

- Excellent organisational and planning skills, with attention to detail, that translates into administrative processes
- The ability to report upon project progress at regular points and to seek out support when required, as well as an ability to work on one's own
- Experience in data collecting, monitoring and evaluation methods, including experience of CRM systems
- The skills to work across community networks to undertake participant recruitment
- The ability to track spend and manage small budgets responsibly
- Good written and verbal communication skills
- Good understanding of admin tools such as Office 365 and equivalent associated programmes
- A flexible and collaborative approach to working as part of a team
- Understanding of and commitment to equity, inclusion and access
- Postholder must be a member of – or able to be a member of – Disclosure Scotland's PVG scheme.

#### **Desirable**

- Skills in and experience of working in multi-lingual environments
- Working knowledge of Spektrix – the CRM system used by the Citizens Theatre
- Experience of contributing to social media narratives associated with creative work
- Experience using Canva or equivalent graphic design/presentational tools

#### **Terms & Conditions**

Salary:	£25,700 pro rata, fixed term for 3 years
Hours:	This is a 0.8 FTE post, (ie. 4 days per week) up until end-June 2026. After that it is guaranteed at 0.5 FTE (2.5 days a week) for the remainder of the contract, with the aim to secure additional funding to retain the project at 0.8 FTE. A considerable percentage of the Coordinator's weekly hours will align with project delivery, with flexibility across remaining hours. At times projects may require evening and weekends depending on activity programming.
Overtime:	No overtime payments are available. The Citizens Theatre operates a time off in lieu (TOIL) system.
Holiday:	0.8 pro rata (up until June 2026) and 0.5 pro rata thereafter of 29 days per year inc. public holidays, rising to 31 days after 3 years, and 34 days after 5 years
Pension:	The Citizens Theatre operates a contributory pension scheme (employer 3% / employee 5%)
Probation:	This post is subject to a three-month probationary period
Notice period:	2 weeks during probation; 6 weeks thereafter
Location:	Citizens Theatre, 119 Gorbals Street, Glasgow, G5 9DS as well as on location within Glasgow with projects. A hybrid working policy is in place, with a weighting towards office working.

#### **Benefits:**

- Complimentary or discounted tickets to selected shows (non-transferable and subject to availability)
- Cycle to Work Scheme
- Training and development opportunities

## How to apply

If you are interested in an informal conversation about the role prior to application, or have any questions, please contact [recruitment@citiz.co.uk](mailto:recruitment@citiz.co.uk) and your query will be directed to the appropriate person.

To apply, please send us a copy of your **CV and a cover letter** of no more than **two pages A4** and complete the online **Equal Opportunities Monitoring Form**.

It is important in your cover letter to give us examples of what you have previously done that shows us how you could be right for the job and why you're enthusiastic about joining the Citizens Theatre. You do not have to have previously undertaken all the duties in the job description, but you should tell us about your potential ability to do them.

As part of the recruitment process Citizens Theatre collects and processes data relating to job applicants. We are committed to being transparent about how and why we collect, use and keep personal data secure. Please see the [Citizens Theatre Privacy Policy](#) on the website for full details.

Alongside the application you will be asked to complete an Equal Opportunities Monitoring Form online. This form will only be seen by our administrative processing team and will not be passed on to the person(s) preparing the shortlist. Your data will be kept secure and will only be used in anonymous form and in aggregate for analysis and reporting to stakeholders.

**Please send your CV and cover letter (two pages max) by email to: [recruitment@citiz.co.uk](mailto:recruitment@citiz.co.uk).**

(Please send as a Word document. Do not send as a Pages file, Zip file or Google doc, or use file sharing services such as One Drive or Dropbox.)

**Please complete the Equal Opportunities Monitoring Form online: [Equal Opportunities Form](#).**

If you require an alternative way to make your application, please contact [recruitment@citiz.co.uk](mailto:recruitment@citiz.co.uk) to discuss a suitable format.

Deadline for applications: **Wed 15 October 2025, 12 noon**

Interview: **Mon 27 & Tue 28 October 2025** (may be subject to change)

All applicants will be contacted with the outcome of their application. We will contact you by telephone or email if you are shortlisted for interview

Thank you for your interest in the Citizens Theatre and we look forward to receiving your application.