



Job description: Programme & Operations Manager

Job title: Programme & Operations Manager

Salary: £20,400 based on 22.5hrs/week (£34,000 fte)

Period of appointment: Permanent

Working Hours: 3 days per week, flexible by agreement

Location: Gloucester, based at Jolt Studios, First Floor, 27 St Aldate St, Gloucester, GL1 1RP

Contract: Permanent

Working Hours: 09:00-17:00, Days tbc (30 mins for lunch) [22.5 hours p/w]

Responsible to: Chief Executive Officer

Responsible for: Jolt Welcome Host

Effective from: 1 December 2026

1. Introduction

Gloucester Culture Trust (GCT) was established in 2016 to drive the delivery of Gloucester's ten-year Cultural Strategy. Over the past 10 years, it has worked with a range of partners to kick-start a step-change that puts culture at the heart of the city. Successes have included the delivery of Gloucester's £3m Great Place project, which harnessed the leadership, courage and vision of many partners across the city to unlock the potential of culture to impact on the lives of Gloucester's residents and visitors. As one of seven strands, GCT supported the incubation of Jolt, the city's first creative incubator and co-working hub. Jolt opened in September 2021, and since opening has become a core part of how GCT supports Gloucester's cultural entrepreneurs to develop their creative businesses.

Purpose of the role

Reporting directly to GCT's CEO, the purpose of the role is to lead the Jolt Studios Creative Hub in Kings House, providing administrative, financial and operational management of the hub, while also playing a key role in GCT's overall strategic planning, ensuring that all strands effectively integrates into the wider GCT programme. GCT is a small and adaptative organisation with a broad strategic remit, and the purpose of the role requires the postholder to be flexible in their working style and 'generalist' in their work.

Key responsibilities

(1) Jolt

- Lead the Jolt creative hub in Kings House, incl. financial management, facilities & operational management, safeguarding, leases & licenses, managing comms with tenants/landlord, operations, being the first point of contact and providing general guidance for users & visitors
- Develop and run a programme (in person and/or online) of skills, mentoring and incubation to support aspiring and emerging cultural leaders in Gloucester, and connect the Jolt programme to other related GCT initiatives and programmes
- Act as Duty Management of Jolt
- To identify suitable tenants for the incubation facility, and recruit clients to use Jolt's services and facilities
- Develop and maintain all appropriate policies and guidance relating to the running of Jolt as a public venue
- Monitor and measure the impact of Jolt's work on GCT's talent development, skills & networks and use this data to help shape GCT's future strategy in this area
- Line management support for the Welcome Host
- Work with the GCT General Manager to ensure that Jolt's financial administration is up-to-date and reported to the GCT board in a timely manner.

(2) Financial administration

- Work with the CEO and General Manager of GCT to set appropriate budgets, cashflows and targets for GCT programmes
- Manage all financial processes relating to Jolt, including managing supplier contracts, tenant leases and income generation
- Develop and refine financial processes to ensure best practice and maximum efficiency, in partnership with the GCT General Manager
- Deal with all other financial administration matters associated with Jolt, seeking CEO input as required

(3) Line Management

- Provide effective and supportive line management to the Jolt Welcome Host postholder(s)
- Carry out monthly 1-2-1 meetings to support the continual professional development of the Welcome Host(s)
- Ensure that the Welcome Host(s) is aware of GCT policies and processes, that relate to their role and ensuring that they are supported in implementing them.

(4) Strategic and business planning

- Work with the CEO and General Manager to ensure that GCT's work is effectively responding to the needs of Gloucester's cultural and creative sector.
- Undertake and present desk research in an accurate and timely manner
- Keep abreast of best practice and research in the creative and cultural sector, with a particular focus on co-working and incubator spaces/models
- Contribute to strategic conversations by drawing on informed research and data
- Support the development of fundraising bids for Jolt, working with the CEO to develop ideas

(5) Communications and advocacy

- Develop and implement a marketing and communications plan for Jolt, in partnership with the Marketing Co-ordinator
- Oversee Jolt's brand identity, within the wider GCT's brand identity, supporting staff (where needed) to ensure consistent branding
- Manage a communications plans to ensure regularity of public communications to promote GCT programmes and opportunities
- Liaise, when appropriate, with external marketing/press agencies and/or the city's DMO
- Attend conferences, events and sector meetings as a representative of GCT

(6) Stakeholder liaison

- Schedule meetings with external partners, taking accurate notes where needed
- Offer considered and well-informed advice and guidance to partners, where it is requested
- Keep abreast of cultural activity in the city, drawing relevant activity the CEO's attention
- Lead on speculative conversations with a range of partners, bringing in the CEO as needed
- Encourage and enable positive connections and collaboration between stakeholders

Other information

- Carry out any other reasonable duties as directed by the CEO and as required
- All staff must commit to equal opportunities and anti-discriminatory practice.
- The post holder must comply with health and safety requirements.
- The post holder will be asked to complete the DBS process.

Person specification

Essential

- A self-starter, highly motivated, willing to take the initiative and act with a high degree of personal autonomy
- Focused on delivery, with drive to achieve the programme's goals and outcomes
- Personable manner with the ability to build strong working relationships and to work in partnership; able to work with others towards shared goals
- Strong organisational skills, with experience of managing complex programmes and budgets efficiently and effectively
- Experience of setting up new systems and procedures
- Excellent communication skills, both written and in person, with the ability to tailor tone and approach to suit the context
- Excellent IT skills including MS Office and confidence with online programmes and applications as well as setting up and managing hardware e.g. printers, PCs
- Hardworking, with a willingness to be flexible and adapt to changing circumstances
- Comfortable working in a demanding and changing environment
- Sensitive to stakeholder needs and a robust, generous communicator

Desirable

- An understanding of Gloucester's current cultural and community landscape
- Experience of setting up or running a new start-up company, social enterprise or small enterprise
- Experience of incubation programmes and/or enterprise support programmes
- Experience of fundraising, particularly for new venture investment
- Experience of administering public grant funding, including accurate financial record-keeping, monitoring and evaluation
- Understanding of facilities management and IOSH qualification, or willingness to undertake training
- An up-to-date DSL qualification or willingness to undertake training.
- Experience and proven capability of using social media and the application of digital technologies in the cultural sphere
- Well networked, able to make connections that will support the Hub and its clients
- Empathy for entrepreneurs and enterprise.

How to apply

- If you would like to apply for the role of Programme & Operations Manager please send your CV and an accompanying cover letter (max. 2 pages) which outlines how your experience and expertise make you suitable for this role. Please include details of x2 referees.
- In addition, please complete an Equal Opportunities monitoring form.
- Please send your application to hello@gloucesterculture.org.uk

If you would like to submit your application form in another format or require this information pack in a different font or format, we would be happy to accommodate this.

If you would like to informally chat to someone about the role, please contact hello@gloucesterculturetrust.org.uk with your availability and number and we will call you back ASAP.

GCT recognises that there are people whose background and experience is underrepresented within the creative industries, both in Gloucestershire and nationally, including women, Black, Asian and Minority Ethnic people, disabled people and people who are deaf and neurodiverse. We believe that discrimination or exclusion based on these, or other characteristics or circumstances, such as age, caring or dependency roles, gender or gender equality, partnership status, religious belief, sexual orientation, socio-economic background or other distinctions represents a waste of talent and potential.

We actively welcome applications from anyone who is keen to contribute to our vision and add their specific and personal experience and knowledge to GCT's team, our work and practice.

Reasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.

If you have a disability, you should indicate this in your application, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.

Wherever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.

If you have indicated that you have a disability in your application, you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.

GCT is committed to the safeguarding of all those involved with the organisation, safer recruitment principles are followed, references are taken up for all roles and DBS checks are taken for those roles in regulated activity.

Deadline to apply: Monday 16th November (Midnight)

Interviews to take place w/c 23rd November