Image credit: James Bass, Dominoes, 2022

NORFOLK N&N NORWICH

FESTIVAL

Festival Connect & Create Administrator

Festival Connect & Create

Norfolk & Norwich Festival shares exceptional arts experiences across East Anglia. We lead and support celebration, creativity and curiosity in our community to make our part of the world a great place to live, learn, work and play.

Dear Applicant

Thank you for your interest in this role at Norfolk & Norwich Festival. We are looking for an Administrator to support Norfolk & Norwich Festival's Connect & Create team in the development and delivery of the Festival's creative engagement initiatives.

This is an exciting opportunity to support a number of programmes and activities across the region. The role will gain insight into working with artists, schools and young people, delivering workshops, training and place based activity. We're looking for someone who has a good attention to detail and can manage a varied workload.

The Festival programme encompasses many different art forms, it is contemporary, international and for everybody. The Festival is distinctive because we collaborate with artists – from down the road and around the world – to explore the unique physical and cultural identities of our place and to make art which is meaningful to the lives of our audiences.

Festival Connect & Create (FC&C) activates creative people and cultural communities by connecting leaders, delivering interventions and sharing ideas, knowledge and experiences. FC&C is a year-round initiative across East Anglia (Norfolk, Suffolk, Cambridgeshire and Peterborough).

Norfolk & Norwich Festival welcomes applicants from a wide mix of people. We are really interested in hearing from people who possess transferable skills and have experience working with artists in community settings. We also welcome applicants from a wide mix of people because we want our workforce to be inclusive of people from a diverse range of backgrounds. We are therefore particularly interested in receiving applications from people who identify as disabled, people from culturally diverse backgrounds and people from socio-economic backgrounds that are currently under-represented in the arts.

All the information you need about the post and the application procedure is provided in the accompanying documents. If you have any questions about the post feel free to email me via Sava Radulovic, Office Manager on sava.radulovic@nnfestival.org.uk. The deadline for applications for the post is 10am on Monday 30 November 2026. Interviews are planned for Monday 7 December 2026.

If you are interested in working for us and believe this job suits you, I encourage you to apply.
Best wishes,

Daniel Brine
Artistic Director and Chief Excecutive

NORFOLK N&N NORWICH

FESTIVAL

Our CORE VALUES underpin all of our work. Our values are to be:

CREATIVE - We champion artistic excellence and value creativity in everyone.

CURIOUS - We explore and reflect the changing social and physical contexts in which we live.

INCLUSIVE - We are respectful of the diversity and difference of people and their views and values.

COLLABORATIVE - We work with artists, communities, peers, partners and stakeholders to achieve common goals.

STRATEGIC - We balance artistic and social ambition with a sustainable business.

All of our work is informed by our PROGRAMME PRINCIPLES:

- **Art relevant to today**, blurring the boundaries between artforms and between art and everyday life.
- **'Festival spirit'** which we bring to our work to celebrate, to share cultural experiences and to bring our community together.
- **Questions and actions about a Social Responsibility** with a focus on: Equality, diversity and inclusion; placemaking; and environmental sustainability.

Norfolk & Norwich Festival GOALS:

- To have more people experience and value the arts.
- To hold a unique and distinctive arts festival, which supports creative practice and is valued by audiences.
- To be a champion for excellence in our cultural offer for children and young people.
- To be embedded in Norfolk and Norwich and to extend our reach and influence across East Anglia and beyond.
- To be socially responsible, committed to questions and actions about a changing world.
- To have a stable and adaptive business structure with diverse income streams.

Image credit: Malachy Luckie, Signal On Sea, 2022

Festival Connect & Create Administrator (0.6 fte)

Team: Festival Connect & Create
Reports to: Festival Connect & Create Senior Producer
Responsible for: Freelance contractors as required

Purpose of role
To provide administrative support to the Festival Connect & Create team in their role to devise, deliver and evaluate programmes of activity, projects and networks to improve the creative and cultural lives of children and young people and their communities in East Anglia.

Introduction
Festival Connect & Create (FC&C) is a Norfolk & Norwich Festival initiative to improve the creative and cultural lives of children and young people and their communities in East Anglia (Norfolk, Suffolk, Peterborough and Cambridgeshire). FC&C activates creative people and cultural communities by connecting leaders, delivering interventions and sharing ideas, knowledge and experiences. FC&C contributes to NNF's mission to lead and support celebration, creativity and curiosity in our community to make our part of the world a great place to live, learn, work and play.

We believe in the value of creative and cultural participation to develop creative potential and support social, cultural and economic wellbeing. FC&C is instrumental in Norfolk & Norwich Festival's partnership working to support creativity in communities in places of need.

Festival Connect & Create delivers:

Advocacy and research

- Participation in Arts Council England's Strategic Organisations for Children and Young People (SCYPO) initiative.
- Advocacy, research and knowledge exchange around the creative and cultural offer for children and young people in East Anglia.

Creative Leaders

- Peer networks and professional development support for Creative Leaders – Artists, Educators and Young Creatives – to support the creative and cultural lives of children and young people and their communities in East Anglia.
- Bursary schemes and peer-learning cohorts for Artists and Young Creatives.
- An information sharing resource for East Anglia organisations committed to supporting young people who are active in youth cultural activity.

Creative Schools

- An artist-in-schools residency programme.
- An information sharing resource for Educators who are champions of creativity and cultural activity in schools.

Creative Places

- Advocacy and an information sharing resource for Place-based partnerships in East Anglia' including Local Cultural Education Partnerships (LCEPs).
- Place-based producing, seeding activity and working in partnership with organisations and communities in places of need in East Anglia to deliver unique engagement projects.

Festival

- Sharing of FC&C projects with audiences, as part of the annual Norfolk & Norwich Festival.

The Festival Connect & Create Team

The Festival Connect & Create team is collaborative and mutually supportive, working together towards common goals:

- The Head of Festival Connect & Create leads the team and is responsible for the overall FC&C strategy, advocacy (internal and external), reporting and evaluation, budget overview, and key stakeholder and partner relationships.
- The Festival Connect & Create Senior Manager leads our work in formal and informal education settings.
- The Festival Connect & Create Senior Producer leads strategy for Creative Places, is the lead producer of Creative Places projects, and leads on the delivery of the presentation of FC&C projects within the Festival.
- The Festival Connect & Create Producer produces Creative Places projects.
- The Festival Connect & Create Manager leads our support initiatives for Creative Leaders.
- The Festival Connect & Create Administrator is the administrator for the team.

Main Duties

1. Provide administration support to the Festival Connect & Create team. Administration duties are to (but are not limited to):
    a. Manage general correspondence for the Festival Connect & Create team.
    b. Answer telephones.
    c. Contribute to office management including being part of the First Point of Contact (FPC) group.
    d. Service meetings including diary invitations, room booking, managing catering and taking minutes.
    e. Organise travel and accommodation for the Festival Connect & Create team and their activities.
    f. Coordinate diaries across the Festival Connect & Create team.
    g. With the advice and guidance of the Marketing and Box Office Manager, ensure FC&C data is up-to-date in NNF's client relationship management software (Spektrix).
    h. Gather and coordinate monitoring and evaluation data across Festival Connect & Create activities.
    i. Manage day-to-day financial transactions including use of petty cash.

2. Work closely with other NNF teams to ensure a cross-organisation approach, including drawing on: the artistic leadership of the Artistic Director and Chief Executive (AD/CEO); the leadership and expertise of the Communications & Development team in data management, digital and print marketing, fundraising, etc; and the leadership and expertise of the Production & Programme team in event delivery, health & safety, contracts etc.

3. Support the FC&C team with the administration and delivery of artistic programmes which includes but not limited to: preparing artist contracts, tracking and filing bursary and grant applications, answering project enquiries.

4. Undertake the team's evaluation training in order to coordinate and Most Significant Change stories through in-person interviews with programme beneficiaries.

5. Be an advocate for Norfolk & Norwich Festival and represent the organisation at events and networking opportunities as appropriate and provide extra event support as directed by programme leads.

6. Undertake training as identified and agreed with the Head of Festival Connect & Create and/or General Manager, which might include health and safety, safeguarding and first aid training.

7. Undertake any other duties which might reasonably be deemed to be within the status of the job and appropriate to the post.

8. Adhere to Norfolk & Norwich Festival's employment policies, procedures and plans including those for Safeguarding Children and Adults at Risk, Equal Opportunities, Health and Safety, Environmental Sustainability Plan and Equality, Diversity and Inclusion Plan.

Person Specification

We will use the essential and desirable person specifications to select candidates for interview.

It is **essential** that the Festival Connect & Create Administrator has:

- Excellent verbal and written communication skills.
- Excellent organisational, administrative and numerical skills.
- Excellent time management skills and the ability to prioritise.
- Experience of data management.
- An understanding of Safeguarding.
- A commitment to equality, diversity and inclusion in artistic and learning programmes.

It is **desirable** the Festival Connect & Create Administrator has:

- Knowledge of the cultural and/or educational ecologies across East Anglia.
- Experience of working in the cultural and/or education sector.
- An understanding of working with children and young people
- An understanding of working with artists.

NNF staff are expected to be

- Team players
- Good communicators, using appropriate means in effective ways.
- Flexible and proactive in their approach to work.
- Willing to learn and develop.
- Able to manage their own workload with minimum supervision.
- Able to remain calm under pressure.
- Reliable time-keeping with a good attitude to attendance.
- Committed to equality in the workplace.
- Computer literate, including possessing basic word processing and spreadsheet skills.

Terms & Conditions of Employment

This is a 0.6fte, permanent post

Salary

£27,495 per annum pro rata. In line with Real Living Wage

AnnualLeave

Full-time entitlement for permanent staff is 28 days holiday per year, in addition to bank holidays.

HoursofWork

3 days (22.5 hours excluding breaks) per week. Our usual working hours are 9:30am - 5:30pm, Monday to Friday. You should agree your working pattern to enable you to work your contracted hours with your line manager. The nature of the position means some evening and weekend work will be required,

Pension

Norfolk & Norwich Festival operates an auto enrolment pension scheme.

Place of Work

We generally expect our staff to work from the office for 80% of their contracted hours. The office is based in Norwich Guildhall, a grade I listed building in central Norwich, The Festival also uses a variety of venues throughout Norwich and Norfolk for performances and events.

Travel

You will be required to travel throughout the region, sometimes in rural and isolated areas, nationally and internationally. Travel expenses will be reimbursed on the basis of the cheapest available public transport fare or at the appropriate rate for mileage established by Norfolk & Norwich Festival.

Notice Period

One weeks notice in writing on either side during the probation period. This increases to three months once the appointment is confirmed.

Equal Opportunities

Norfolk & Norwich Festival is committed to a policy of equality of opportunity in its employment practices. Norfolk & Norwich Festival is working towards equal opportunities in employment, with the aim of ensuring that everyone who applies to work for us receives fair treatment. To help us to achieve this aim we ask you to complete the Equal Opportunities Monitoring Form. This information will be used to monitor the effectiveness of our Equal Opportunities Policy and for no other reason.

Special Conditions

The post has been identified as being exempt from the Rehabilitation of Offenders Act (1974) due to the nature of the work undertaken. The post therefore requires a Disclosure & Barring Service Check (previously Criminal Records Bureau), a requirement for the protection of children and vulnerable adults.

How to apply

Application Procedure

Applicants need to complete Norfolk & Norwich Festival's Application Form and Equal Opportunities Monitoring Form.

The Application Form should be submitted, via email, to sava.radulovic@nnfestival.org.uk while the Equal Opportunties Form can be completed online.

Applications will be anonymised for shortlisting, therefore additional documents or links submitted will not be included.

CVs will not be accepted in lieu of an Application Form.

In shortlisting and interviewing, the panel will use the person specification to decide the suitability of candidates.

For the supporting statement in section 3 of the application form, we encourage you to use examples to demonstrate how your skills and experience meet the criteria in the person specification.

We understand some applicants will use AI to assist with their proposal. Our experience tells us proposals with an authentic voice are more compelling.

If you would rather submit section 2 and 3 by video, please use a common format such as MOV, MP4 or AVI and submit this alongside your application.

If you require the forms in large print or would like a paper copy posting to you please contact sava.radulovic@nnfestival.org.uk.

Applications can also be posted to:

Sava Radulovic
Norfolk & Norwich Festival
Norwich Guildhall
Gaol Hill
Norwich, NR2 1JS

Please mark your envelope PRIVATE AND CONFIDENTIAL, ensuring that you have used sufficient postage.

Application Timeline

- **10am, 30 November 2026: Applications deadline.** No applications can be considered after the closing date.

- **3 December 2026: Shortlisted applicants notified.** We will contact shortlisted canadiate to organise an interview. Whilst we would like to contact all applicants about the staus of their submission, with the volumes of applications received that is not always possible.

- **7 December 2026: Interviews**
  We anticipate that interviews will take place on Monday 7 December. Please advise us if you are unavailable at this time. Interviews will primarily happen in-person at our offices.

Queries

If you have any questions about the post or application process, please contact the Office Manager on 01603 877750 or sava.radulovic@nnfestival.org.uk

Image credit: Malachy Luckie, Dominoes, 2022

Norfolk & Norwich Festival

Norfolk & Norwich Festival (NNF) shares exceptional arts experiences across East Anglia. Through our two main activities – the Festival and Festival Connect & Create – we lead and support celebration, creativity and curiosity in our community to make our part of the world a great place to live, learn, work and play.

Norfolk & Norwich Festival takes place in Norwich and around Norfolk each May. The Festival programme is multi-artform, contemporary, international and audience centred. The Festival is distinctive because we collaborate with artists – from down the road and around the world – to explore the unique physical and cultural identities of our place and to make art which is meaningful to the lives of our audiences.

Festival Connect & Create (FC&C) activates creative people and cultural communities by connecting leaders, delivering interventions and sharing ideas, knowledge and experiences. We support life-long creative engagement and have a focus to improve the cultural offer for children and young people. Our networks connect teachers, artists, young people and Local Cultural Education Partnerships. We undertake place-based collaborations which give local communities a creative focus and contribute to social renewal. FC&C is a year-round initiative across East Anglia (Norfolk, Suffolk, Cambridgeshire and Peterborough).

All of our work is underpinned by our 'programme principles' – our embrace of:

- art relevant to today, blurring the boundaries between artforms and between art and everyday life.
- 'festival spirit' which we bring to our work to celebrate, to share cultural experiences and to bring our community together
- questions and actions about a changing world, with a focus on: Equality, diversity and inclusion; placemaking; and environmental sustainability

Norfolk & Norwich Festival's goals are:

- to have more people experience and value the arts
- to hold a unique and distinctive arts festival, which supports creative practice and is valued by audiences
- to be a champion for excellence in our cultural offer for all children and young people
- to be embedded in Norfolk and Norwich and to extend our reach and influence across East Anglia and beyond
- to be socially responsible, committed to questions and actions about a changing world
- to have a stable and adaptive business structure with diverse income streams.

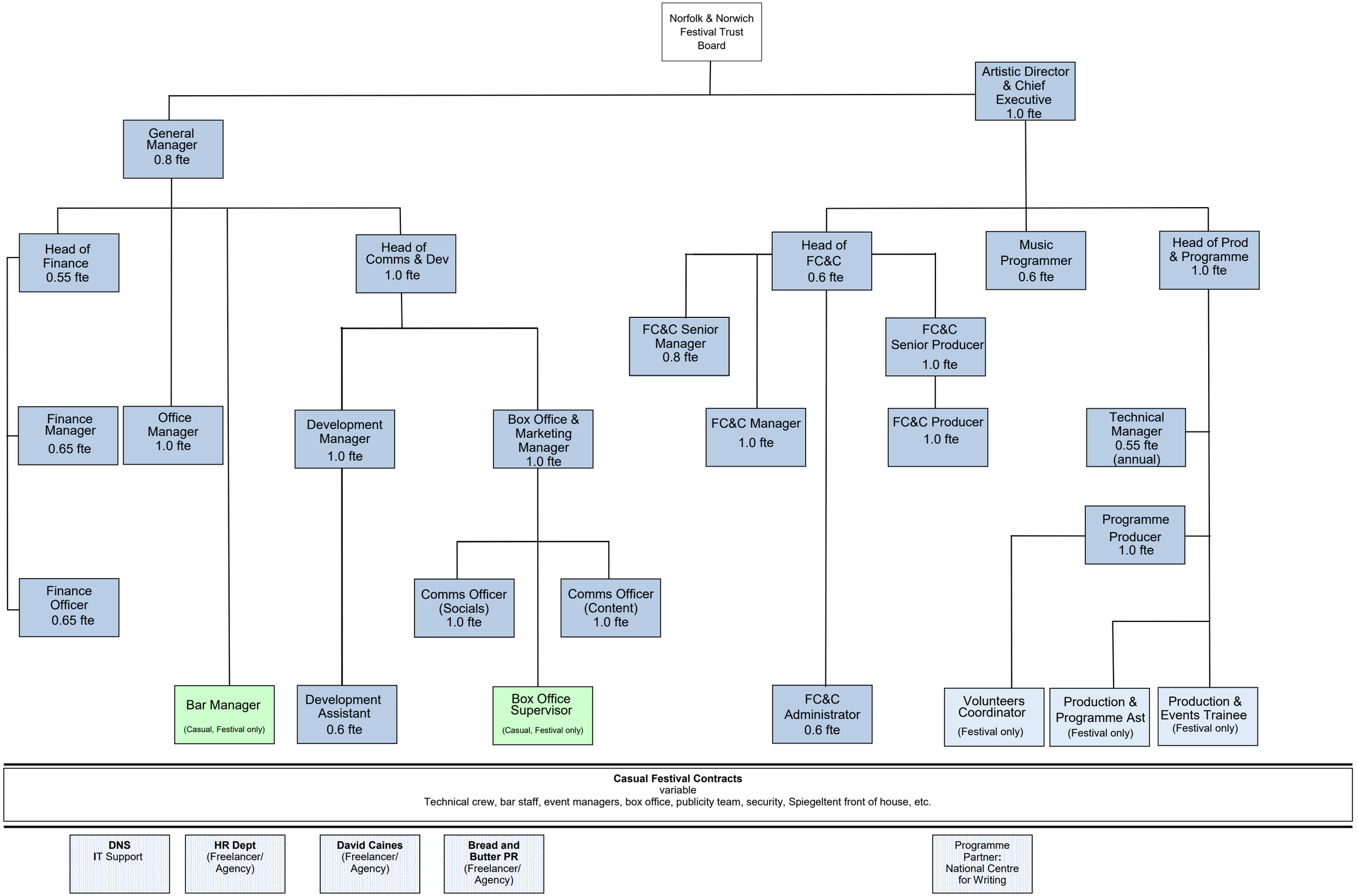
All of our work is underpinned by our core values, which are to be:

Creative	We champion artistic excellence and value creativity in everyone.
Curious	We explore and reflect the changing social and physical contexts in which we live.
Inclusive	We are respectful of the diversity and difference of people and their views and values.
Collaborative	We work with artists, communities, peers, partners and stakeholders to achieve common goals.
Strategic	We balance artistic and social ambition with a sustainable business.

Norfolk & Norwich Festival is an Arts Council England National Portfolio Organisation and financially assisted by Norwich City Council and Norfolk County Council. Our annual turnover is around £2.25 million each year. We are a registered Charity.

nnfestival.org.uk

Norfolk & Norwich Festival Organisation Line Management Structure



How we use your data for recruitment purposes

Background
This privacy policy covers how we, Norfolk & Norwich Festival Trust, collect, use, store and protect the data that is supplied to us by job applicants and agencies.

Our commitment to job applicants
We believe in equal opportunities and will treat all applicants fairly with no discrimination. We never knowingly provide misleading information about the nature of the role. We are committed to managing your personal information securely and with respect in accordance with the General Data Protection Regulation requirements.

The information we collect may cover the following:

- contact information (name, address, phone number and email address)
- information from CV, application form or covering letter (education, skills and qualifications)
- psychometric tests
- health records (such as health questionnaires) where required as part of the role
- occupational health reports (if higher level screening is required for role) with access to medical records consent being given by the applicant
- Disclosure and Barring Record where a requirement for the role
- references from the named referees that the applicant provides and only with the applicants' consent.
- visa and proof of the right to work in the UK documents, such as a copy of or details from your passport
- employment records (including job titles, work history, working hours, training records and professional memberships)
- salary, annual leave, pension and benefits information
- access to your DVLA portal and details you supply of your car insurance where relevant.

We may also collect, store and use "special categories" of more sensitive personal data which require a higher level of protection such as information about your race or ethnicity, religious beliefs, sexual orientation and political opinions, in addition to information about any criminal convictions and offences.

Purpose of data collection
The purpose of collecting this information is to find suitable candidates to fulfil a specific role within our Company, and to check that you are entitled to legally work in the UK. We collect personal information either directly from candidates or sometimes from an employment agency. We may sometimes collect additional information from selected background check agencies; for example, where appropriate to the role we may ask for DBS checks to be undertaken. Where appropriate, we will collect information about criminal convictions as part of the recruitment process. We are allowed to use your personal information in this way to carry out our obligations to ensure those recruited are suitable to deliver our work, for example compatible with our safeguarding procedures

How the information is held.
Most information is transmitted by email and is stored on our computers, and our paper based filing. We use a secured server which supports our email servers and any cloud-based file storage system. All this information can only be accessed by authorised staff within our Company. Our

staff are trained to understand the importance of keeping personal data secure. Our computers are safeguarded by anti-virus software and the regular changing of security passwords.

The information on unsuccessful candidates for specific roles will be held for 6 months in line with CIPD recommended best practice. After which paper files will be securely disposed of and computer records deleted. Only if we have asked, and you have given your consent, then we will continue to hold your data beyond six months for an agreed period.

The information on successful candidates will be held on your personnel file for a period of at least 6 years following the termination of your employment; some personal financial data will be destroyed after 2 years; Health and Safety information must be held for a minimum of 40 years.

Disclosure
We may disclose selected information for the purpose of obtaining references. Where additional information is required the information may be disclosed to the Disclosure and Barring Service, your G.P or an Occupational Health professional only after you have given your consent.

You have specific rights in connection with personal information: to request access to your personal information; **request correction** of the personal information that we hold about you; **request erasure** of your personal information; **object to processing** of your personal information where we are relying on a legitimate interest; **request the restriction of processing** of your personal information; **request the transfer** of your personal information to another party and the r**ight to withdraw consent.**

Complaints
Privacy complaints are taken very seriously and if you believe that we have breached your privacy you should in the first instance write to Brenda Seymour, General Manager, who has responsibility for Data Protection within our Company stating the details of your complaint. We would ask that you provide us with as much detail as possible to allow a thorough investigation. Your complaint will be acknowledged within 72 hours and we aim to resolve any complaint within 21 days. However, depending on the complexity of the complaint and availability of external agencies it may on occasions take longer.

Should your complaint show that we have breached our duty of care we will report the breach to the Information Commissioner's Office (ICO). If you are not satisfied by our response you may complain to the ICO.

Reviewed by Brenda Seymour and Gemma Layton, 17 December 2019