



Kajans Community Creative Hub – Manager

Job Description and Person Specification

Kajans Women's Enterprise Ltd | Community Creative Hub

Role profile

Purpose of the role. To bring the Community Creative Hub to life as a welcoming, imaginative and well-run centre where local people can connect, create, learn and thrive. The Manager will lead the Hub's day-to-day operation while shaping and delivering an ambitious programme of community, cultural, educational, health, wellbeing and celebratory activity.

This is a hands-on leadership role for someone who combines ideas with delivery. The postholder will listen to local people, spot possibilities, build partnerships and turn creative concepts into high-quality experiences that are inclusive, professionally produced and rooted in the cultures, talents and aspirations of our communities.

Job title - Community Creative Hub –Manager

Reports to - Chief Executive Officer or nominated senior manager

Accountable to - Kajans Board of Trustees

Location - Community Creative Hub, Wilson Road, Birmingham B19 1LY

Hours – 18 hours; flexible evening and weekend work will be required

Salary - £21,000 to £25,000pa

Contract – Permanent & subject to funding and satisfactory probation

Responsible for - Centre staff, sessional workers, artists, tutors, contractors, volunteers and placements as allocated.

What success will look like

- A lively, welcoming and accessible Hub with a distinctive programme that reflects local cultures, interests and ambitions.
- Original events and activities that are well planned, professionally delivered and remembered for their quality and warmth.
- Local community & residents actively shaping the programme, with growing participation from people who are often underrepresented or excluded.
- Strong relationships with artists, schools, colleges, community organisations, health partners, businesses and funders.
- A safe, well-used and financially responsible building with growing earned income, partnerships and grant support.
- Clear evidence of community benefit, learning, wellbeing, connection, creativity and progression.

Main responsibilities

1. Vision planning and innovation

- Work with Kajans' Chief Executive, Board and community to create an annual programme and development plan that gives the Hub energy, purpose and a clear identity.
- Use consultation, local knowledge, cultural insight, participation data and emerging trends to identify gaps, test new ideas and respond quickly to community opportunities.
- Turn promising ideas into deliverable projects with clear outcomes, budgets, partners, staffing, timescales, risks and measures of success.

- Pilot new formats, learn from results and scale the activities that generate the strongest participation and impact.
- 2. Finance funding and sustainability**
- Grow sustainable income through room hire, events, trading, commissions, partnerships, sponsorship, donations and grants, contributing persuasive ideas, budgets, applications and funder reports. Build positive long-term relationships with investors. Manage agreed budgets, income, expenditure, purchasing and evidence for audit, securing value for money and following Kajans' financial controls.
- 3. Creative cultural programme development**
- Curate and deliver a bold, balanced programme spanning arts and culture, music, performance, heritage, festivals, exhibitions, food, education, enterprise, health and wellbeing, recreation and intergenerational activity.
 - Create space for local artists, cultural leaders, residents and young people to originate work, share traditions, develop skills and present high-quality creative expression.
 - Develop signature events and seasonal moments that celebrate the area, attract new audiences and establish the Hub as a valued cultural destination.
 - Commission and coordinate artists, tutors, performers, facilitators and partner organisations, setting clear briefs and supporting excellent delivery.
 - Remain hands-on: facilitate activity, solve problems and support on-site delivery whenever this will strengthen the participant experience.
- 4. Community engagement and co-production**
- Build trusted relationships with residents, community groups, schools, colleges, faith groups, voluntary organisations, public services and local businesses as appropriate.
 - Create welcoming routes for people to shape the Hub through listening events, user forums, outreach, surveys, resident-led projects and participatory planning.
 - Reach beyond existing networks and remove barriers connected with disability, neurodivergence, age, language, poverty, culture, confidence or social exclusion.
 - Encourage local ownership by developing volunteering, placements, mentoring and progression opportunities linked to the programme.
- 5. Events production marketing and audience development**
- Plan event schedules and oversee the complete production cycle, including concepts, bookings, licences, suppliers, technical requirements, equipment, catering, performers, volunteers, accessibility and on-site execution.
 - Produce practical event plans, schedules and briefings so that everyone understands the experience being created and their role in delivering it.
 - Develop clear, inviting campaigns across community networks, print, social media, email and digital platforms to grow awareness, bookings and repeat attendance.
 - Tell the story of the Hub with authentic images, participant voices and outcomes, securing permissions and protecting dignity and privacy.
 - Represent Kajans and the Hub confidently at events, meetings, networks and forums, building enthusiasm and opening doors to collaboration.
- 6. Centre operations and visitor experience**
- Lead the daily operation of the Hub and ensure every user, hirer, artist, partner and visitor receives a warm, respectful and professional welcome.
 - Manage room bookings, lettings, calendars, opening and closing, keys, equipment, inventories, enquiries and event turnarounds so spaces are ready and used effectively.
 - Coordinate cleaning, security, repairs, utilities, waste, planned maintenance, contractors and statutory checks, escalating significant issues promptly.

- Support the responsible operation of the café, kitchen, garden, creative, therapeutic and specialist facilities, ensuring that presentation and service quality reflect Kajans' standards.
- Build a culture of practical problem-solving in which the team notices what needs attention and acts before it diminishes the community experience.

7. People partnerships and collaborative delivery

- Recruit, brief, supervise and inspire staff, sessional workers, artists, tutors, volunteers and placements, giving people clear expectations and the support to do their best work.
- Build a positive, inclusive and accountable team culture, with rotas and communication systems that provide reliable cover for activities and opening hours.
- Form purposeful partnerships across education, culture, health, housing, enterprise and community services, designing joint activity that adds value rather than duplicates provision.
- Agree and manage delivery arrangements with partners and suppliers, confirming responsibilities, quality, insurance, safeguarding, budgets and evaluation requirements.

8. Safeguarding inclusion and quality

Create an environment in which children, young people and adults at risk are safe, respected and heard, ensuring that all staff, volunteers and partners meet Kajans' safeguarding, equality, accessibility, data protection, health and safety and risk-management requirements. Respond promptly to concerns, complaints, incidents and emergencies, maintain reliable records and use learning to strengthen quality.

9. Monitoring reporting and governance

Track participation, audience reach, feedback, outcomes, income, room use and partner contributions, using evidence to improve the programme and demonstrate impact. Provide concise reports to the Chief Executive and Board, highlighting progress, finances, risks, community insight, learning and decisions required, and keep records ready for funders, audits and inspections.

General responsibilities

Uphold Kajans' charitable purpose, values, policies and commitment to equity and community power; maintain confidentiality, undertake appropriate professional development and work collaboratively across the organisation. The postholder may be asked to undertake other reasonable duties consistent with the level and purpose of the role as the Community Creative Hub develops.

Person specification

Area	Essential requirements	Desirable requirements
Creative and community delivery	Strong experience planning and delivering community, cultural, educational or public events and activities from idea to evaluation, with evidence of quality and participation.	Experience of arts, performance, heritage, festivals, exhibitions, food, wellbeing, enterprise or intergenerational programming.
Innovation and programme development	Ability to listen, identify opportunities, generate original ideas and convert them into realistic, well-managed programmes with clear outcomes.	Experience piloting new formats, commissioning creative practitioners or developing a distinctive venue programme.
Centre and event operations	Experience coordinating venues, schedules, bookings, suppliers, equipment, facilitators, volunteers and on-site delivery; calm and practical under pressure.	Experience managing a community centre, cultural venue, café, multi-use building or complex public event.
Community engagement and inclusion	Track record of building trusted relationships and involving diverse communities in design and delivery; commitment to removing barriers to participation.	Knowledge of North Birmingham and experience working with disabled, neurodivergent, multilingual or otherwise underrepresented communities.
Leadership and partnerships	Confident, encouraging leadership; able to brief, supervise and motivate staff, artists, volunteers and partners while holding people accountable for quality.	Experience negotiating joint programmes or reporting to trustees, funders or public-sector commissioners.

Communication and audience growth	Excellent written and verbal communication, with the ability to promote activity, represent Kajans and build participation through community and digital channels.	Social media, email marketing, design, photography, website or content-production experience.
Finance funding and evidence	Able to manage budgets, control costs, monitor income, gather feedback and produce clear reports using standard office and spreadsheet tools.	Successful fundraising, sponsorship, grant applications, commissioned services or earned-income development.
Personal approach	Creative, energetic, organised and accountable; combines high standards with warmth, curiosity, initiative and a genuine passion for community and culture.	Existing networks across Birmingham's cultural, educational, health, voluntary or business sectors.

Appointment requirements

- Evidence of the right to work in the United Kingdom.
- Satisfactory references and completion of Kajans' safer recruitment checks.
- An enhanced DBS check, including barred-list checks where the duties require them.
- Ability to work flexibly, including evenings and weekends, in response to the Hub programme.

Indicative performance measures

- Income, fundraising and partnership targets achieved without compromising access or quality.
- An agreed programme delivered on time, within budget and to a consistently high standard.
- Growth in participation, repeat attendance, audience diversity, room use and community-led activity.
- Strong participant feedback and evidence of creativity, connection, learning, wellbeing and progression.
- Successful events, partnerships and campaigns that increase the Hub's profile and reach.
- Safe practice, complete records and timely reports, with risks and corrective action clearly identified.

Approval

Approved: _____ Date: 28/09/2026

Post holder: _____ Date

Review date: _____ Version: 03