



Applicant Pack
Programmes Manager
(Fixed-Term Contract)



The Role

The Programmes Manager is responsible for the creative development and management of World Heart Beat's range of learning, community and talent development programmes and partnerships. This is an exciting opportunity to become part of a much-loved and respected arts charity, committed to diversity, accessibility and excellence.

This role offers the opportunity to shape inspiring experiences for young musicians at an exciting and pivotal time for the organisation as we continue to expand our new music education centre and concert venue at Embassy Gardens. The post-holder will work closely with the Artistic Director in the day-to-day running of the Department's programme of work, as well as developing and managing key relationships outside of the organisation including freelance artists, learning providers, partner organisations and community groups.

This role is offered on a fixed-term contract of one year, with the possibility of extension.





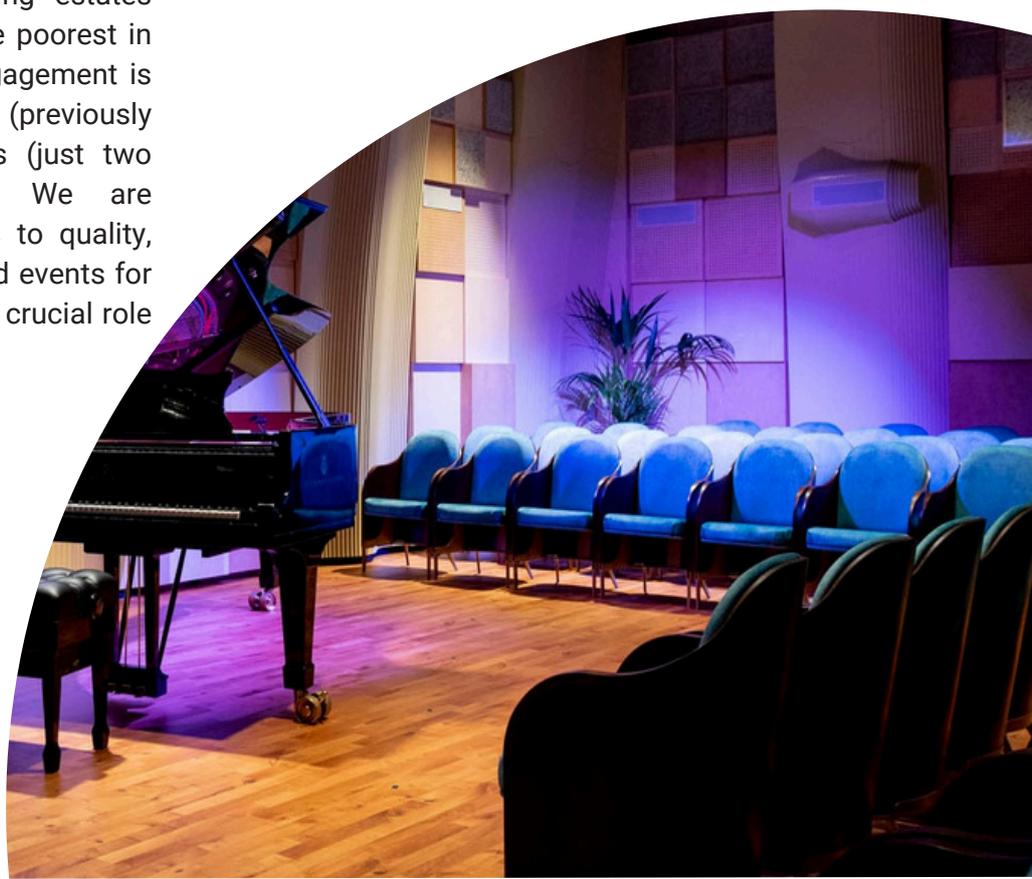
About Us

World Heart Beat is a registered music charity. Its programmes enrich the lives of children and young people, and its communities. We place social justice at our heart, providing equality of access through the removal of financial barriers to all, and giving a voice to those who are underrepresented.

World Heart Beat was established in 2009 by Sahana Gero MBE to meet the need for music tuition outside of school, and creative industry skills training, for some of London's most disadvantaged young people. The organisation now enters a new phase, opening a second site in Nine Elms, south west London. Our Embassy Gardens building, situated adjacent to the US Embassy, comprises a state-of-the-art concert hall (the first to open in London since 2008), industry standard recording studio, media broadcast room, teaching spaces and café/bar.

World Heart Beat Embassy Gardens is situated in the heart of a new neighbourhood, which forms part of the major Nine Elms regeneration. Our venue is immediately adjacent to housing estates which are amongst some of the poorest in the country, and where arts engagement is low, and fulfils a gap in provision (previously under-served for music venues (just two pubs and youth services)). We are committed to providing access to quality, inspiring and joyful concerts, and events for the community, and to playing a crucial role in social cohesion.

Our broad global music programme is intended to appeal to a breadth of audiences, reflecting the vibrant diversity of London, attracting music lovers from across the capital and from our communities. Our concert programme features international musicians, as well as emerging artists at the start of their careers. Embassy Gardens will also enable us to do more for young people than ever before. Our outstanding facilities, including our studio, means we can record young musicians, giving them a foot up in their careers, as well as deliver our EMERGE training programme, which is designed to address the lack of representation of women, Black and disadvantaged young people, in the music industry.



Transforming Young Lives

“If it wasn’t for playing music, I wouldn’t be alive. I used to carry a knife, but music changed all that. Playing music is my protection now”
WHBstudent

We nurture the talents of the next generation in a warm and welcoming environment, which sees young people thrive. From an intake of 70 young people in 2010, we currently have c.350 students aged between 5 and 25 years at our academy in Southfields and at Embassy Gardens. Our new centre will enable us to reach more children and young people, and we hope to double our numbers over the next five years.

A snapshot of our track record to date:

- **We provide 9,000+ hours of music-making each year**
- **More than 50% of students receive free instruments and tuition**
- **60% of our students are ‘Black, Asian or minority ethnic’**
- **We teach a global music programme, reflective of the diversity of our communities**



Students typically come to us regularly for more than seven years, and 40% come multiple times a week, which enables us to support their growth as musicians

We support young people to become independent young people in the world, nurturing them as individuals, growing their confidence and aspirations.

At a time when music education in the formal sector is being squeezed out of the curriculum and tuition is becoming increasingly unaffordable to many, our work is more valuable than ever.



MUSIC LEADERS AGED 15-25



91% feel that WHB offers a supportive, encouraging & motivational environment



80% have learnt new music skills at WHB



74% feel more confident and have increased self-esteem

“ The talent, community & challenges here motivate me to get better each day.

YOUNG PEOPLE AGED 12-14



97% attend WHB at least once a week



80% have learnt new music skills at WHB



97% believe that if they work hard they will succeed



72% report an improvement in their school work

“ I enjoy being in a creative environment & being around other musicians.

CHILDREN AGED 11 AND UNDER



100% attend WHB at least once a week



80% said they feel more confident



96% feel supported by WHB teachers and staff



72% have improved communication skills

“ I love Wednesdays when I see my friends & the teachers. It's a magical time.

Key Responsibilities



Programme Management and Strengthening Programme Quality

- Work closely with the Artistic Director to oversee and manage the delivery of projects and activities across World Heart Beat's programme strands, including (but not limited to): EMERGE, Planet Harmony, Ziggazah Youth Board, and First Beats
- Work closely with the Fundraising and Development team to deliver evaluation activity and capture the data required for monitoring and reporting
- Support the Fundraising team in developing compelling funding proposals that align with World Heart Beat's strategic objectives
- Take overall responsibility for student and programme data collection, including Theory of Change evaluation, ensuring funder monitoring and reporting requirements are met
- Manage freelance producers, project assistants, and teaching staff working on grant-funded projects
- Manage budgets across programmes and individual projects
- Further develop World Heart Beat's education, community, and schools outreach strategy, taking lead responsibility for oversight, development, and delivery
- Supervise and support the Academy Administrator, working closely together to recruit students and participants across the Academy and projects, with a particular focus on engaging target groups
- Develop and deliver enriching opportunities for young people alongside the concert programme
- Lead on the development and delivery of work experience placement programmes
- Lead and oversee World Heart Beat's Youth Board, ensuring meaningful youth engagement
- Nurture the talent, wellbeing, and development of students and volunteers
- Develop and maintain community, education, and corporate partnerships to support key projects and activity, working closely with industry partners to create training and development opportunities
- Ensure organisational policies, procedures, and working practices, particularly safeguarding, are embedded across all programme delivery
- Ensure robust safeguarding mechanisms are in place and remain central to all activities

Other

- To stay informed of current developments and best practice in programme management
- Attend Fundraisers, Press and Supporters Nights and other World Heart Beat events as required
- Attend regular Company meetings
- Adhere to, and actively contribute to, World Heart Beat policies
- To maximise income and minimise expenditure wherever possible, without jeopardising the quality of the work or the reputation of World Heart Beat
- To act always in the best interest of World Heart Beat
- Any other duties as reasonably required

Person Specification

Experience and Skills

- Educated to degree level or equivalent, or with demonstrable relevant arts industry experience
- Proven experience working with young people and developing youth-led initiatives
- Strong project management skills, with experience delivering high-quality arts education or participatory arts programmes
- Excellent written and verbal communication skills, with the ability to engage effectively with diverse audiences
- High attention to detail and consistently high standards of work
- Experience developing and managing relationships with remote and external stakeholders
- Proven ability to develop partnerships with schools, community groups, and creative industry professionals
- Experience working with a wide range of artists, groups, and partner organisations
- Experience managing project teams, freelancers, and collaborators
- Proactive, self-motivated, and able to work both independently and as part of a team
- Strong understanding of monitoring and evaluation frameworks
- Experience developing and managing budgets
- Demonstrable commitment to equality, diversity, and inclusion
- Understanding of current issues in arts and music education
- Strong knowledge of safeguarding and child protection best practice
- Confident presenting ideas and projects in both formal and informal settings
- Ability to manage a varied workload, work under pressure, and prioritise effectively
- Willingness to work evenings and weekends and travel across London as required
- Strong IT skills, including Microsoft Word, Excel, and Outlook

Personal Attributes

- Enthusiastic, collaborative, and supportive team player
- Passionate about music and committed to breaking down barriers in the arts
- Self-motivated and proactive
- Calm, resilient, and solutions-focused under pressure
- Flexible and adaptable
- Highly organised and detail-oriented
- Deeply committed to World Heart Beat's mission and values
- Able to work flexibly to meet the evolving needs of the role

Terms And Conditions

World Heart Beat is committed to creating a positive and inclusive environment where everyone feels respected and free to work without fear of discrimination. We are an equal opportunity employer and value diversity in our practice. We encourage applications from all backgrounds and do not discriminate based on race, religion, colour, national origin, gender, sexual orientation, age, marital status or disability status. We welcome applications from people requiring flexible working arrangements and from anyone with any professional or educational background.

Health And Safety

All employees will be required to have a DBS check and are required to understand and comply with World Heart Beat Music Academy's Health and Safety Management Policy, including taking reasonable care for their own health and safety and that of others who may be affected by their acts or omissions whilst at work. The post-holder's responsibility for promoting and safeguarding the welfare of children and young people for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and always ensure compliance with World Heart Beat Music Academy's Child Protection Policy Statement.

Further Role Details

Role:	Programmes Manager
Reporting to:	Artistic Director
Company:	World Heart Beat Music Academy/CIC (WHB) days
Contract:	1 Year Fixed Term across 3 days per week including some evening and weekend events. 0.6 FTE working is equivalent to 24 hours per week (with 1 hour for lunch included).
Salary:	£28,000–£32,000 per annum (FTE), pro rata, dependent on experience
Benefits include:	Contributory Pension Scheme; Staff ticket allocation; Discounts at our café; and at the company's discretion training & development tailored to your experience
Location:	This is an office-based role, primarily located at Kimber Road and Embassy Gardens (South West London), with additional off-site work across London in line with organisational projects
Holiday:	20 days FTE plus bank holiday, pro rata

HOW TO APPLY

Please provide a copy of your current CV together with a covering letter explaining why you are interested in the position and how your skills and experience aligns with the person specification.

Please include the names of two referees, one of which must be your most recent employer. References won't be taken up without your consent.

Your letter, CV and EO monitoring form should be emailed to Hilary O'Connor, General Manager, at: recruitment@worldheartbeat.org

Application Deadline: 5.00pm, Tuesday 17th March 2026

Interviews: Interviews will take place on Friday, 20th March and Monday 23rd March, 2026

