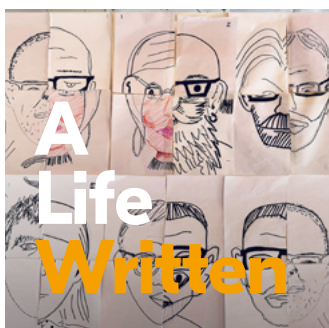




Learning & Participation Assistant Application Pack November 2025



National Centre for Writing, Dragon Hall (c) Hannah Hutchins

About us

National Centre for Writing (NCW) is a dynamic literature house for contemporary writing, rooted in Norwich and open to the world. Our home is the Grade-I listed medieval Dragon Hall located on the historic King Street on the banks of the Wensum River in the heart of Norwich, England's first UNESCO City of Literature. This landmark venue consists of a 120-seat venue for live events, workshop spaces, and accommodation for writers' residencies, as well as office space for our core team of 21 staff members.

NCW exists to inspire connection, resilience, and understanding through writing, literary translation, reading, and the exploration of ideas. We are a place for the exchange of stories. Founded as New Writing Partnership in 2003 and becoming Writers' Centre Norwich in 2008, the organisation has steadily grown to become a leading voice in the UK and international literature sector as well as a key member of Arts Council England's group of seven regional writer and literature development organisations.

In summer 2018, NCW was launched with the restoration of Dragon Hall following a significant capital redevelopment project. We are an Arts Council England (ACE) National Portfolio Organisation (NPO), for the period 2023-2028, and we are the Focal Office for Norwich's UNESCO City of Literature designation.

About the role

The role of Learning & Participant Assistant is key to supporting the ongoing development, delivery, and participant recruitment for NCW's busy Learning & Participation programme. The role will involve working across core projects for young people, schools, and communities, including (but not limited to) World of Words: West Norfolk, Stories Uncovered, Lit From the Inside, A Life Written, and the Young Norfolk Writing Prize.

The successful applicant will be introduced to the workings of a high-profile organisation and supported to develop their skills in administration and event delivery. It is an ideal opportunity for somebody interested in pursuing a career in the arts and literature sector.

The role is based at Dragon Hall, our home in the heart of Norwich. There is some flexibility around working hours across the week.

About you

To be successful in the role you will bring with you a strong interest in literature and in working with young people, schools, and communities. You will have excellent communication, writing and IT skills, and will bring with you at least two years' workplace experience, preferably in the arts or wider cultural sector. You will have an eye for detail and enjoy creating systems for a smoother workflow.

You'll be confident using your own initiative, and you will have the ability to manage a mixed workload across multiple projects in a professional and confident manner and a commitment to a very high standard of work. With excellent interpersonal skills online, over the phone and in person, you will demonstrate an ability to get on and communicate with people of all ages.

Equal opportunities

National Centre for Writing is committed to equality of opportunity. We actively encourage people from a variety of backgrounds with different experiences, skills, and stories to join us and influence and develop our working practice.

By taking positive action around diversity (as permitted in the Equality Act 2010) we aim to prioritise interviews for eligible candidates who demonstratively meet all the essential criteria as outlined in the person specification who identify as having one of the following protected characteristics:

- Black, Asian or Ethnically Diverse
- Disabled and/or Neurodiverse
- Candidates from diverse socio-economic backgrounds as defined by household main earner occupation aged 14 and secondary schooling aged 12-16

How to apply

To apply for the position of Learning & Participation Assistant please fill out our application form and equal opportunities monitoring form at nationalcentreforwriting.org.uk/vacancies/ along with a Personal Statement (maximum 1,500 words) and send to Amanda Salmon, Head of Operations & Commercial at amanda@nationalcentreforwriting.org.uk, who can also provide this information in an alternative format eg. Microsoft Word.

Closing date for applications: 10am, Monday 8 December

Interviews: Monday 15 December

Applicants will be notified to confirm if they have been invited for an interview by 5pm, Thursday 11 December.

As this is an Assistant position, we are unable to offer informal conversations with potential candidates. Our most recent [Annual Review](#) shows the diversity of our programme and projects, alongside our website containing further information and resources, which you will find useful. If you have any technical questions about the application process that isn't addressed in this pack, please email us at info@nationalcentreforwriting.org.uk.

Terms & conditions

Position	Learning & Participation Assistant
Accountable to	Senior Programme Manager, Learning & Participation
Responsible for	No direct reports
Contract	Part-time (15 hours per week), permanent post
Salary	£24,570 fte (£9,828 pro rata)
Benefits include	Contributory Pension Scheme (after successful completion of probationary period), Cycle To Work Scheme, and Training and Development tailored to your level of experience
Hours	15 hours per week to be worked between 9am to 6pm, Monday to Friday. Working days are flexible and can be agreed on appointment. Some evening and weekend working will be required to fulfil your role successfully for which time off in lieu (TOIL) may be taken by agreement and in accordance with the Staff Handbook
Leave	Paid annual leave of 25 days per annum plus 8 public holidays pro rata
Location	NCW is located at Dragon Hall, 115-123 King St, Norwich, NR11QE. Travel within the region may be required
Probation period	Three months
Notice period	One month



Winners of the Young Norfolk Writing Prize 2025 (c) Andi Sapey

Job description

Purpose of the role

The Learning & Participation Assistant will provide high level administrative support for the planning and delivery of NCW's Learning & Participation programme through their work with the Senior Programme Manager, Learning & Participation. They will contribute to the smooth running of specific projects and support the core operations of the programme.

Main responsibilities

Programming

- Gather and monitor information about regional schools and relevant organisations and communities to assist in targeted programme delivery.
- Develop and maintain database systems to support the organisation of programmes.
- Establish and maintain productive and positive relationships with artists, participants, teachers, and partners.
- Administer and monitor programme evaluation data and other associated programme inventory.
- Support the production of programme publications (gathering content and proofreading).
- Support new artists with the DBS certification process.
- Project research.

Event and meeting support

- Act as a point of contact for practitioners, volunteers and participants, liaising on bookings, contracts, materials and other access needs.

- Join sessions and events with participants where necessary, both in the building and offsite, which may take place outside of normal working hours.
- Lead on event administration including using Excel, Google Sheets and Outlook calendar.
- Provide refreshments and hospitality to visitors and staff as necessary.
- Support meetings as requested, including note-taking in person and online.

Customer service and enquiries

- Act as a first point of contact for the organisation over phone and email and direct all enquiries to the appropriate member of the team.
- Daily administration of NCW's Learning & Participation programme-specific inboxes, which may include submissions, project enquiries and prize entries.
- Processing sales where needed via NCW's box office system.
- Positive and proactive office support.

Compliance

- Carry out duties in accordance with appropriate internal and statutory procedures.
- Adhere at all times to NCW employment policies and procedures with particular reference to Health & Safety, Safeguarding Children & Vulnerable Adults, Equal Opportunities and Diversity, Confidentiality.

General

- Effectively manage your own work programme, and work with colleagues, stakeholders and project partners in the achievement of the above tasks.
- Work collaboratively with team members and other colleagues in our communications and operations team to meet programme needs and organisational objectives.
- Act as an advocate for NCW – its vision, its activities, and its values, always acting in a timely, professional and appropriate way, representing Dragon Hall and NCW positively.
- Undertake training as identified and agreed to ensure the ongoing effective delivery of the post.
- Undertake any other duties assigned by the Senior Programme Manager, Learning & Participation or Head of Programmes, which might reasonably be deemed to be within the status of the job and appropriate to the post.

Person specification

Administrative skills and experience

- At least two years' experience in the workplace, preferably in the arts or wider cultural sector
- An interest in literature and working with local communities
- Experience of working on multiple projects and managing a demanding workload
- Experience of events administration and/or support
- Excellent organisation and office administration skills
- Ability to convey facts orally and in writing
- Excellent IT skills (Microsoft Office) including Outlook, Word and Excel skills, as well as Google suite
- Excellent writing and proofreading skills

Desirable

- Knowledge of safeguarding children and vulnerable adults

Implementation and results focus

- Focuses attention and resources upon meeting agreed organisational targets, priorities and objectives
- Applies skill, effort and judgement to get the job done. Accurately assesses the length and difficulty of tasks and projects and breaks down the work into the process steps enabling the team to achieve its goals
- An eye for detail

Adaptability and flexibility

- Open to change and new information
- Adapts behaviour and work methods in response to new information, changing conditions or unexpected obstacles
- Adjusts rapidly to new situations that warrant attention and resolution
- Confidence and the ability to remain composed and resilient under pressure, self-sufficient and capable of managing a diverse and rapidly changing portfolio of work

Communication and interpersonal skills

- Experience of working in a customer facing role
- Strong interpersonal and customer care skills and an ability to get on with people of all ages
- A professional and confident manner with a commitment to a high standard of work
- Ability to work on own initiative as well as part of a team
- A creative problem solver
- Listens actively and communicates in a timely manner

Other attributes

- A strong interest in literature



Audience at our storytelling session at the City of Literature strand of Norfolk & Norwich Festival (c) Luke Witcomb

National Centre for Writing is supported by:



Supported using public funding by
**ARTS COUNCIL
ENGLAND**



NORWICH
City Council

