

Community & Operations Lead, Seed Studios

Role title: Community & Operations Lead

Application Deadline: Tuesday 16th June at 12pm (noon)

Hours of work: 4 days a week (30 hours)

Flexible working: The role is flexible regarding time of delivery, taking into account that the core activities take place during standard 9-5 Mon-Fri schedules, and some engagement activities may require evening or weekend working where possible.

Salary: £29,500 full-time equivalent (£23,600 pro rata)

Contract length: 18 months, extension subject to funding

Reporting to: The Board of Trustees

Place of work: Hybrid, Old Trafford Wellbeing Centre, Broomwood Community Wellbeing Centre and Work from Home, with some travel across Greater Manchester

Beginning: ASAP

An exciting opportunity has come up to oversee the operational management and delivery of our burgeoning volunteer-led music and mental health charity. We are looking for a new Community & Operations Lead who has a track record of working holistically and empathetically in line with best practice to effectively manage and grow our services at an operational level; support the ongoing safe recruitment and retention of volunteers through our volunteer pathway; build and support community engagement; manage our two studio sites; and design, develop and manage exciting projects informed by our community members' vision in collaboration with the Strategy & Fundraising Lead. Our new Community & Operations Lead will be a calm and reassuring presence with a track record of facilitating positive working

relationships, co-productive and person-centred approaches, and intersectional working in order to support our work addressing local health inequalities and reducing the health, social and financial barriers to creativity and support that local people face.

Seed Studios is a music and mental health charity based at Old Trafford Wellbeing Centre and Broomwood Community Wellbeing Centre working with adults aged 18+. From our centres, we support positive mental health and culture in Trafford through...

- our weekly volunteer-led Community Music Wellbeing Workshops, in which adults learn new instruments and disciplines in sessions proven to improve confidence, skills, connections and mental & emotional wellbeing
- our 1-to-1 music tuition and peer support which compliments support that individuals receive from our Trafford, Manchester and Salford health partners
- our inspiring and community-building events such as Open Mics and our annual Celebrate Seed Studios event
- our innovative partnership programmes, like our monthly workshop series with older adults charity String of Hearts, and our fortnightly In Harmony workshops in partnership with Dementia Disco and Trafford Choices.

In 2025, We enabled over 800 hours of free volunteer-led sessions with an annual footfall of over 2500 as well as 24 hours of free, 1-to-1 music tuition support for referrals from our health partners every month.

Our Vision and Mission

We envision a world in which all can access the creative, health, social and personal value that music can provide.

In 2026, our mission is to provide a volunteer-led platform for musical activity which addresses local health inequalities. We will adapt to the diverse needs of our communities, offering creative opportunities that break down economic, health and social barriers to wellbeing.

Community & Operations Lead

Role summary

Our new Community & Operations Lead will be responsible for the operational management of all Seed Studios activity including our volunteer-led group-based weekly music workshops and our socially-prescribed one-to-one music tuition service, and be a visible and approachable presence within the Seed Studios community.

Working closely with our Strategy & Fundraising Lead, you will lead on the day-to-day studio management, volunteer coordination and beneficiary support they provide, with demonstrable experience of utilising positive working relationships and person-centred approaches to maintain and enhance existing activity, and develop new activity that is accessible, exciting, and engaging in order to further grow the charity in-line with our strategic aims and recognised best practice.

Working across our two centres, you will support our volunteers in delivering our regular community workshops, empowering them to provide better personal and creative support to our beneficiaries. You will mentor volunteers and build relationships with our community, understanding their needs and wants. Your empathetic approach will be key to understanding and accommodating for the differences in each of our valued volunteer's approaches, whilst still seeking better quality delivery at all times.

You will line-manage our Community Connector who oversees our socially prescribed one-to-one music tuition and peer support service and in turn have responsibility for the safe and effective recruitment and retention of freelance well-being workers who facilitate the lessons.

Our new Community & Operations Lead will engage new beneficiaries and volunteers, welcoming them into the community and helping to build sustainable connections. In collaboration with the Strategy & Fundraising Lead, you will institute processes for regular session reflections and data capture, so that we can measure the impact of our delivery to ultimately improve it. But you will also know how to capture the stories and experiences that forms and figures can't catch through simply communicating well with our community. This will all be necessary for telling the story of Seed Studios to funding bodies, potential partners and through our online channels. You will understand data capture, what questions to ask our volunteers and beneficiaries, when to engage them and why we need this to be done reliably.

As a fixture at our centres, our Community & Operations Lead will lead with the running of our operations on a daily basis. You will help manage the daily activity in the centres, ensuring there is time for regular community sessions and spontaneous community use whilst also

being directed in maximising the space's potential. As we develop, this will mean improving accessibility and value for the people of the local area in the space alongside overseeing new workshops in collaboration with partner organisations. As such, you will possess the interpersonal skills to communicate effectively with external colleagues in collaboration and also as an ambassador for Seed Studios. You will have an appetite for learning how to use and teach users about electronic and acoustic musical and technical equipment whilst, crucially, constantly seeking to make our space more inclusive and safe. This will involve some occasional work on evenings and weekends.

With the Strategy & Fundraising Lead, you will assist in helping the charity to run smoothly, supporting with day-to-day operations such as payroll and bookkeeping as well as developing our policies to ensure that Seed Studios is keeping up with best practice concerning safeguarding, data protection, health & safety, volunteer coordination among many diverse but crucial topics.

You will show an understanding of how great marketing and communications expands our charity's reach, by using simple tools to create eye-catching, accessible and inclusive posters and content to advertise new activity. Our social media channels, website and networks will be where you spread the word about our exciting new activity, you will maintain and develop these avenues for engagement with the help of the Strategy & Fundraising Lead. You will also use your ability to draft informative, persuasive and easy-to-understand communications to prepare board documents and present proposals at board meetings, supporting our volunteer trustees to make the best decisions for our Seed Studios community.

Our new Community & Operations Lead will be proactive and a self-starter, working with a

high-level of autonomy, but will understand their role in making our community's vision come alive and the importance of co-production and effective team-working to make this happen. Working on an equal footing with our Strategy & Fundraising Lead, you will co-manage Seed Studios with them. You will be a musician yourself, with experience of facilitating workshops or community groups, and will understand how music can help people overcome the barriers they face to leading a positive life, as so many at Seed Studios do every week.

Please note: The successful applicant will be required to undertake an Enhanced Disclosure and Barring Service (DBS) check.

Duties and responsibilities

- **Governance, operations and HR**

- To fulfil monthly payroll and bookkeeping operations alongside the Strategy & Fundraising Lead
- To work alongside the Strategy & Fundraising Lead to set and manage the budget and report to the board as required
- Provide operational oversight and management of all of Seed Studios' activity
- Responsible for Line management of the Community Connector
- Responsible for overall management of Wellbeing Workers delivering socially prescribed 1:1 sessions
- Responsible for processing DBS checks for staff, volunteers, and freelancers.
- Procurement- planning and fulfilment of Seed Studios equipment
- Acting as bank signatory where appropriate
- Minuting board meetings and annual general meeting and delivering reports as required
- Develop and implement operational policies and procedures alongside the Strategy & Fundraising Lead
- Act as deputy Safeguarding Officer
- Act as Health & Safety Officer

- **Project management**

- To plan and manage new projects at Seed Studios alongside the Strategy & Fundraising Lead
 - To line manage freelancers and new members of staff involved with Seed Studios projects, where necessary
 - To support the Strategy & Fundraising Lead to develop our feedback and monitoring systems for all Seed Studios activity by maintaining a schedule for collecting feedback and case studies
 - To create accessible and eye-catching content and fulfil marketing & communications for Seed Studios activity alongside the Strategy & Fundraising Lead
 - To provide overall management of Seed Studios activity, with the Strategy & Fundraising Lead
 - To project manage Seed Studios events
- **Volunteer coordination**
 - Responsible for the recruitment and on-boarding of new volunteers (excluding Trustees)
 - To support the development of and attend when necessary volunteer working groups to improve Seed Studios' responsiveness to volunteer and beneficiary needs
 - To offer regular one-to-one catch ups with volunteers to discuss their group's development and how Seed Studios can support them
 - To help institute processes for regular feedback on delivery from volunteers

through session reflection forms and quarterly development discussions with all beneficiaries. Take on the responsibility of ensuring these processes are adhered to by all volunteers

- To help to create professional, personal and creative development opportunities for our volunteers

- **Engagement**

- To build relationships with our beneficiaries, understanding their experience of Seed Studios to improve the quality, scale, accessibility and inclusivity of our services
- To engage new community members through delivering workshops and creative engagement where necessary
- To deliver workshops on behalf of Seed Studios at our centres and other venues, acting as an ambassador for the organisation
- To provide effective and compassionate conflict resolution in consultation with the Strategy & Fundraising Lead and Board of Trustees as required
- Engage with beneficiaries and recognise signposting opportunities as required

- **Studio coordination**

- To help manage the daily activity we host at our studios
- To ensure our studios are safe and fit-for-use for our community at all times
- Procure/repair studio equipment as and when required to ensure it is safe and fit-for-use.

- **General**

- To attend events and meetings outside of weekday daytime working hours when necessary, such as the monthly meeting with our Board of Trustees
- To undertake any other work related to Seed Studios and its activity as the trustee board see fit
- To follow and institute all Seed Studios policies, including, but not restricted to, those related to Health & Safety, Safeguarding, Equality & Diversity and Volunteers, as well as working to help improve these policies

Person specification

Experience		
Criteria	Essential	Desirable
<i>The successful candidate will have experience of...</i>		
Volunteer coordination	X	
Delivering musical and creative workshops or community engagement activity	X	
Supporting people experiencing difficulties with their mental health and wellbeing	X	
Designing and managing projects and/or events	X	
Designing and fulfilling feedback and data capture systems	X	
Managing budgets and accounts		X
Setting up and carrying out administrative systems and processes such as payroll		X
Creating and using digital and printed content to promote activity and/or events		X
Working in Arts & Culture organisations		X
Working in Health & Social Care settings		X
Line-managing staff		X

Skills

Criteria	Essential	Desirable
<i>The successful candidate will have proven skills relating to...</i>		
Excellent written and spoken communication skills	X	
Excellent organisational skills	X	
Outstanding interpersonal and relationship-building skills	X	
Communicating with a diverse range of people who hold varying perspectives, levels of understanding and barriers to engagement, from volunteers and service users to public sector officials	X	
Turning ideas into action	X	
Possessing an eye for detail and quality	X	
Successful autonomous working and initiative	X	

<i>Knowledge</i>		
Criteria	Essential	Desirable
<i>The successful candidate will have proven knowledge relating to...</i>		
Broad issues surrounding emotional wellbeing and mental health services	X	
Risk management including safeguarding, confidentiality, information governance and data protection	X	
Knowledge of our Trafford communities and the challenges they face		X
Music and creativity as a tool of engagement		X

<i>Other</i>		
Criteria	Essential	Desirable
<i>The successful candidate will...</i>		
Be willing to work outside of Monday - Friday, 9am - 5pm working hours when required	X	
Be willing to occasionally travel across Greater Manchester for Seed Studios activity when required	X	
Be willing to undertake an Enhanced Disclosure and Barring service (DBS) check	X	
Be willing to follow and institute policies and procedures relating to, but not restricted to: Health & Safety, Safeguarding, Information Governance and Equality & Diversity.	X	

<i>Essential competencies</i>	
Competency	Indicators
<i>The successful candidate will possess the competency of...</i>	
Empathy	<ul style="list-style-type: none"> ● Sensitivity to and understanding of the lived experiences of our community members ● An ability to make people feel listened to and enabled ● Show compassion in complex and challenging circumstances

	<ul style="list-style-type: none"> ● Nurturing a healthy and open working environment free from blame culture
Creativity	<ul style="list-style-type: none"> ● Ability to turn ideas from community members into innovative, exciting projects that simultaneously meet charity development goals ● Showing flare in creating content of all types such as eye-catching posters and social media campaigns for projects and events
Vision	<ul style="list-style-type: none"> ● Taking the initiative to push forward new ideas and activity that helps Seed Studios meet its mission ● Maintaining positive working relationships with external partners to help Seed Studios develop and serve our communities more effectively
Diligence	<ul style="list-style-type: none"> ● Proactive in recognising areas for further development ● Designing and fulfilling administration and policy processes to ensure Seed Studios is operating safely, lawfully and efficiently
Collaborative	<ul style="list-style-type: none"> ● The ability to build an enabling, understanding, trusting culture for beneficiaries, volunteers and colleagues alike ● Be a visible and approachable presence within the Seed Studios community ● Actively seek opportunities for co-production within the Seed Studios community ● The motivation for helping grow a team and organisation

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| | <ul style="list-style-type: none">• The capability to build strong, trusting relationships with community members and external partner organisations |
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Recruitment process guidance

The deadline for submission of applications is **Tuesday 16th June at 12pm (noon)**. Any applications submitted after this deadline will not be considered.

Shortlisted candidates will be contacted by **Friday 19th June**. If you have been shortlisted, you will be invited to an interview on **Thursday 25th June**.

Please fill out the corresponding Seed Studios Job application form for this role, as well as the Fair Recruitment Procedure form. Applications should be sent to recruitment@seedstudios.org with the subject line: “[Your Name], Community and Operations Lead job application”.

Please address all printed copies of this application to:

Seed Studios, Old Trafford Wellbeing Centre,

54-56 Seymour Grove,

Old Trafford,

Stretford,

Manchester.

M16 0LN

Our shortlisting process will be based on the information that you have provided on the application form; we will not be able to assess your application based upon information which you have not provided, and we cannot make assumptions about what you might have done in

relation to our requirements.

When completing the Supporting Statement section of the Job Application form, address each of the points on the Person Specification, to show how you have met these requirements in your previous work – paid or unpaid – and how this relates to the post you are applying for.