



Head of Programme & Operations

Recruitment Pack Aug 2025

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Dear Applicant

Thank you for expressing an interest in the post of Head of Programme & Operations.

We are looking for a dynamic and capable Senior Manager to join our small, committed team. This exciting opportunity involves working alongside the CEO and overseeing all operations and programme delivery. If you are an experienced leader with a passion for community building and championing marginalised voices, we encourage you to apply.

About Bristol Refugee Festival

Bristol Refugee Festival (BRF) is a small Community interest Company (CIC) with a big [impact](#). Established in 2017 in response to a growing programme of events around refugee week and to show Bristol as a welcoming and inclusive city, ready to embrace and celebrate its new arrivals.

Our community outreach programme has developed rapidly since its conception in 2020 and has seen a year on year increase in the numbers of communities and individuals involved in our activities throughout the year. We are experienced at celebrating diversity, connecting people and creating meaningful opportunities for refugees and asylum seekers to contribute to their communities.

We are a currently a small, but skilled and committed part-time team of 5 supported by:

- Board of Directors
- Lived experience Ambassadors
- Volunteers
- Freelancers
- Partners

We endeavour to place refugees and asylum seekers at the heart of our operations and are a member of BRASP, a partnership of 15 organisations supporting refugees and asylum seekers in Bristol to enjoy healthy and fulfilling lives in Bristol, have a voice and their needs are met by an effective, unified and sustainable sector.

BRF Vision

- Refugees and asylum seekers feel welcome, valued and confident to celebrate and share their culture, skills and knowledge in their local community and beyond.

BRF Mission

- Bristol Refugee Festival supports and facilitates newly arrived and settled communities to come together in celebration of inclusion and diversity through a year-round programme of events, with an annual cross art-form Festival at its core.



BRF Values

- ***Celebration*** Celebrating and embracing our differences whilst recognising our similarities.
- ***Inclusion*** Valuing all voices and the sharing of culture, skills and knowledge.
- ***Collaboration*** Building strong relationships with individuals & organisations whilst working towards a shared goal.
- ***Integrity*** Ensuring the community we serve is always at the heart of all our work.
- ***Respect*** Believing we are all equal and deserve to be treated with dignity and respect.

Organisation Aims

- To celebrate and value the contribution of refugees and asylum seekers enabling them to engage with and be more active members of their community.
- To bring settled local residents and newly arrived refugees and asylum seekers together to build strong relationships in and across communities.
- To improve the health and well-being of refugees and asylum seekers and reduce social isolation.

Strategic aims (24-27)

- Bristol Refugee Festival will become a more effective, resilient and sustainable organisation.
- Refugees and asylum seekers will have voice and influence and decision-making over the activities provided by Bristol Refugee Festival.
- Bristol Refugee Festival will deliver a clear, relevant, high-quality programme of activity across Bristol and the neighbouring areas.

www.bristolrefugeefestival.org



Head of Programme and Operations Role Description

Salary: £35,000 FTE pro rata - £21,000

Hours: 21 hours (based on 35 hours week)*

Location: Docklands Community Centre, St Pauls, Bristol.

Annual leave: 30 days pro rata - 18 days

Benefits: Workplace pension, flexible working hours

*Hours worked ideally over 4 days. Occasional weekend and evening work expected. During the Main Festival in June, some over-time is expected. A TOIL system is used for extra hours.

Purpose of Role

To oversee the day to day management of operations and fulfilment of the organisation aims through the successful delivery of a year-round programme of arts, cultural and educational events/activities that bring together communities across Bristol and neighbouring counties to celebrate diversity, create understanding and encourage strong inclusive communities.

Reporting to: CEO

Responsible for: Programme and Engagement team

Key duties and responsibilities

Programme Management

- Develop and implement an annual programme plan with the CEO, aligning new and existing projects with organisational objectives and funder expectations.
- Collaborate with partner organisations, communities and stakeholders to ensure a diverse and relevant year-round programme.
- Oversee all operations, planning and delivery of the programme supporting engagement and programme teams to deliver relevant high quality projects.
- Ensure accurate record-keeping and adherence to organisational policies and procedures across all projects.
- Manage third-party agreements to ensure alignment with organisational aims and values.
- Coordinate project timelines and deadlines, proactively addressing any emerging issues.
- Report regularly to the CEO on programme progress and any challenges.

Financial Management

- Collaborate with the CEO to develop the annual programme budget.
- Allocate project budgets to respective team/team members.



- Oversee all project budgets, ensure budgets are being used correctly and deadlines are met.
- Ensure the maintaining of accurate financial information.
- Report regularly to the CEO on budget progress and any challenges.

Team management

- Provide strong, supportive leadership ensuring a safe, inclusive and productive environment.
- Communicate goals and deadlines effectively, delegate tasks and assist with workload planning.
- Work with the Programme Coordinator to plan and deliver the main Festival programme and ensure effective systems and processes in place for the smooth running of operations.
- Support Engagement officers to develop and implement an effective local engagement plan connecting settled and refugee communities through a year- round programme of events, activities and workshops.
- Support the development of the lived experience ambassador programme and creation of opportunities for ambassadors to be involved in all aspects of the programme and organisation.
- Conduct staff development reviews and provide constructive feedback. .
- Oversee training and development of staff.
- Support CEO with recruitment of new staff..
- Oversee recruitment and training of volunteers.

Evaluation & Monitoring

- Support CEO and Evaluator to develop an effective evaluation and monitoring plan.
- Oversee the collation of quantitative and qualitative data for all projects.
- Assist the CEO and Evaluator in preparing funder reports and the annual impact report.

Communications & Fundraising

- Support CEO and Communications officer to develop and implement an effective PR and communication plan to expand audience reach.
- Oversee communications scheduling and the design and production of marketing materials.
- Ensure the website and social media platforms are maintained with up-to-date information relevant to the current programme.
- Support the CEO and fundraiser in developing effective fundraising strategies to diversify income.
- Identify and support fundraising opportunities within the programme, such as events, donations and sales.



Person Specification

Core attributes

- Self-motivated, highly-organised creative thinker.
- Strong leader and effective communicator.
- Collaborative team player who is also able to work independently.
- Proficient problem-solver able to pre-empt issues and provide solutions.
- Works to a high standard and pays close attention to detail.

Essential skills & experience

- Proven experience of managing and delivering multi-disciplinary programmes.
- Demonstrable experience leading a team, including effective delegation, motivation and performance management.
- Strong project management skills - able to plan projects effectively, respond to changes and adapt plans quickly and efficiently.
- Excellent organisational and time management skills - able to work under pressure, work to deadlines, agreed standards and manage multiple activities at a time.
- Excellent teamwork and collaborative skills - receptive to new ideas and approaches.
- Good written and verbal communication skills - able to communicate and present information effectively to staff, programme partners and wider community.
- Good financial management skills - able to forecast accurately, write and manage multiple project budgets and accurately maintain financial records.
- Good understanding of the needs, experiences and hopes of refugees and asylum seekers.
- Demonstrable understanding of the complexities of cultural diversity and the ability to work with people from a range of different cultures and backgrounds.

Desirable skills & experience

- Event management - able to oversee logistics, venue and suppliers, technical, crew etc for small and large events.
- Communication & fundraising - able to write effective and engaging content for publicity and fundraising.
- Evaluation and monitoring - able to create effective, creative ways to collect and analyse qualitative and quantitative data for learning and improving of services.
- Training and workshop facilitation
- Lived experience of the UK immigration and asylum system.
- Experience of championing the leadership of people with lived experience.



Key dates & how to apply

Application deadline: Sunday 31st August 2025 (Midnight).

Please note late applications will not be considered.

Interview dates: 10th/11th September 2025

How to apply

Download the application form [here](#)

Completing the form:

Complete all parts of the form attached to tell us how you are suitable for the role and how your skills and experience fit the criteria we are looking for.

We also ask that you complete the equal opportunities monitoring form at the end of the application form as this gives us valuable information about who is applying for our roles helping us ensure we are being fair and inclusive.

Guidance:

Before completing the form please carefully read the **Guidance** at the end of the form. If you have questions about completing the form or need any support or help with the forms you can contact julesolsen@bristolrefugeefestival.org.

Submitting the form:

Once you have completed the form please send it to info@bristolrefugeefestival.org by the date specified in the advert and your email will be acknowledged. We will not accept late applications. We are also unable to accept CVs as applications. Please submit forms in an **editable format** – ie. not PDF – as this makes it easier to anonymise the application for the selection panel.)

What will happen next:

After the closing date has passed, our recruitment panel will take some time to review the applications and will make a shortlist of the candidates they would like to invite for an interview. The interview will be a chance for us to get to know you and we will ask you questions that will help us to understand how your skills and knowledge make you the right person to fill the role.

We are proud to be a member of the Experts by Experience Employment Network (www.ebeemployment.org.uk), which aims to increase representation of people with lived experience in the charitable sector. Please feel free to use information and resources at <https://www.ebeemployment.org.uk/ebe> which may help in preparing your job application.