



Community Events Manager

Job Description and Person Specification

Job Title	Community Events Manager
Contract	24 months, fixed term contract <i>with possible extension</i>
Location	Greentop Community Circus Centre/ Hybrid
Salary	£13,500 pro rata (FTE £27,000 pa)
Hours	2.5 days per week (20 hours) – flexible working hours within 9-5 Mon-Fri, occasional evenings & weekends for big events
Responsible to	Centre Director
Responsible for	Freelance team, clients
Benefits	Greentop operate a workplace pension and flexible working
Deadline	Thursday 9 July 2026 12 noon
Interviews	Week commencing 13 July 2026

The Community Events Manager is responsible for the development, coordination and delivery of Greentop's Community Events programme, working with a team of freelance teachers and performing artists. Managing the full client journey from enquiry to evaluation, the role oversees project delivery, administration, freelance artist coordination, partnership development and marketing. Working across the organisation, the postholder will help grow Greentop's reach and impact working to income and activity targets, while ensuring high-quality services and excellent client relationships.

How to apply

Before applying, please read the Information Pack, Job Description and Person Specification <https://www.greentop.org/home/opportunities/>

Please send the following documents to manager@greentop.org before the deadline:

1. A cover letter outlining your interest in applying for the job, and how you meet the person specification. (Max. 2 pages)
2. Your CV. Please ensure that your CV includes the details of two referees; we will not contact them without your permission. (Max. 3 pages)
3. [Online Equal Opportunities monitoring form](#). This is submitted separately to your application and will be used for statistical monitoring purposes only.

We actively encourage people from communities that are under-represented in the UK arts sector to apply to join us and bring their talent, experience and expertise to Greentop Circus Centre. We are particularly seeking applications from The Global Majority (BAME) and D/deaf or Disabled peoples and transgender and non-binary people. Greentop Circus recognises the positive value of diversity, promoting equality and challenging discrimination. All staff have undergone Anti-Racism Training and Disability Awareness training to ensure Greentop continues to be a safe and encouraging space for people from all backgrounds.

Alternative formats

Please let us know if you require information in an alternative format. We are happy to accept applications in alternative formats such as video/audio answers from applicants who, for reasons of disability, may find it difficult to complete the above.

For informal enquiries please contact our Director Olivia Bliss: manager@greentop.org / 0114 244 8828

JOB DESCRIPTION

Community Events Management- Main Duties

- Develop a thorough understanding of Greentop's services and act as an ambassador for the organisation, promoting its values, mission and offer.
- Serve as the primary point of contact for Community Events enquiries, delivering excellent timely customer service by telephone, email, online and in person.
- Manage the full client journey from initial enquiry through to project completion and evaluation, ensuring a responsive, professional and high-quality experience throughout.
- Prepare and communicate accurate information, quotations, proposals, contracts, tenders and project documentation in a timely manner.
- Lead the planning, coordination and delivery of Community Events activity, including outreach workshops, community programmes, bespoke performances, school programmes, celebrations and other events.
- Manage all associated administration and financial processes using Greentop's systems, including Salesforce CRM, budgeting, invoicing, contract management and reporting.
- Continually review and improve systems and processes to ensure efficient, accurate and effective project delivery.
- Build, maintain and strengthen relationships with current, past and prospective clients, partners and stakeholders.
- Identify and pursue new business opportunities, including growing activity within schools and community settings, in order to achieve Community Events income targets.
- Work collaboratively with the Marketing Lead to promote services and events through the development of promotional materials, case studies, testimonials, photography, videography and marketing content.
- Support the Centre Director with strategic business development, reporting, administration to grow the community events and sustain/ develop new community partnerships and events.
- Maintain an organised system for storing promotional resources and up to date templates for suppliers and event bookings

Freelance Talent Management

- Build and maintain positive working relationships with Greentop's freelance teachers and performing artists through regular communication and support.
- Develop a strong understanding of freelancers' skills, specialisms, availability and preferences to ensure appropriate matching to projects and commissions.
- Coordinate recruitment and deployment of freelance artists and teachers, including:
 - Assessing availability and suitability for projects.
 - Preparing contracts and associated documentation.

- Monitoring DBS and Public Liability Insurance requirements.
- Providing clear briefs and project information.
- Acting as the primary contact throughout project delivery.
- Managing expectations between clients and freelancers.
- Support the development of Greentop’s freelance talent pool by identifying skills gaps, recruiting new artists and teachers, and supporting induction processes.
- Work alongside the Programme & Lead Teacher to support the development of workshop leaders and create opportunities for emerging circus professionals.

Partnerships, Development and Quality Assurance

- Working alongside the Director, identify and develop partnerships and new opportunities that support Greentop’s strategic objectives and service growth.
- Gather, monitor and analyse feedback and evaluation data from clients, participants, audiences and freelancers, using findings to improve services and inform future development.
- Produce regular management reports and annual data summaries to support organisational learning, planning and reporting requirements.
- Contribute to the development of new programmes and services in collaboration with colleagues across the organisation.
- Maintain awareness of sector trends, market conditions and competitor activity to inform service development and ensure Greentop remains innovative and competitive.

Organisational Responsibilities

- Work within all Greentop policies and procedures, with particular responsibility for Health and Safety, Safeguarding, Data Protection and Equality, Diversity and Inclusion.
- Ensure appropriate risk assessments, safeguarding considerations and operational procedures are in place for all relevant projects and commissions.
- Support the effective financial administration of the organisation, working with colleagues and the bookkeeper to process payments, monitor invoices and maintain accurate records.
- Undertake any other duties reasonably required to support the successful delivery of Greentop’s mission and objectives.

PERSON SPECIFICATION

The Community Events Manager will be a highly organised and proactive individual with excellent relationship-building skills, operate systems accurately and a commitment to delivering high-quality services. They will be able to manage multiple priorities, work independently and collaboratively, and contribute to the growth and success of Greentop’s Community and Events programme.

Essential Criteria

Experience & Knowledge

- Experience of managing community events, projects, programmes or services from planning through to delivery and evaluation.
- Experience of working with a wide range of stakeholders, including clients, community groups, schools, freelancers, venues and businesses. Knowledge of equality, diversity & inclusion.

- Experience of working with freelance teachers and artists and building positive professional relationships.
- Experience of negotiating contracts, managing budgets, invoicing and monitoring financial performance against targets.
- Knowledge and understanding of safeguarding responsibilities and DBS requirements.
- An interest in, and commitment to, arts, culture, creativity, education and local communities.
- Knowledge of the cultural, education and/ or community sectors in Sheffield and the wider region.

Skills & Abilities

- Excellent organisational, administrative and project management skills.
- Proven ability to manage a varied workload, prioritise effectively and meet deadlines while maintaining accuracy and attention to detail.
- Strong customer service skills and the ability to respond professionally and efficiently to enquiries.
- Excellent verbal and written communication skills, with the ability to adapt communication styles for different audiences and settings.
- Strong relationship-building and networking skills, with the ability to establish credibility and maintain positive working relationships.
- Confident and proficient IT skills, including Microsoft Office and CRM/database systems.
- Ability to produce, adapt and review marketing and promotional content for a range of audiences and platforms.
- Ability to analyse information, identify opportunities, develop services and income generation.
- Ability to work independently, use initiative and collaborate effectively with colleagues/ partners.

Personal and Professional Qualities

- Friendly, confident, professional and inclusive.
- Quick to learn and able to understand and respond to customer needs.
- Adaptable, resilient and able to remain calm under pressure.
- Committed to Greentop's values, mission and inclusive approach to community engagement.

Desirable Criteria

- Experience of participatory arts, circus or other creative engagement programmes.
- Experience of delivering activities or services within schools or community settings.
- Experience of using *Salesforce* CRM.
- Understanding of the opportunities and challenges facing small creative businesses and charities.
- Degree-level qualification in a relevant subject (e.g. Events Management/ Arts Management).
- Full UK driving licence and access to a vehicle for occasional business use.