

the Albany

Three people are shown in a futuristic, space-themed environment. They are wearing colorful, layered costumes: a red headband, a grey long-sleeved shirt, a yellow and orange vest, and grey pants. They are all wearing bright orange sneakers. The person on the left is a man with a beard, the middle person is a man with a beard and a wide smile, and the person on the right is a woman with a wide smile. They appear to be floating or falling through the air. The background features blue and purple lighting, large circular light fixtures, and geometric shapes.

# ENGAGEMENT AND COMMUNITIES PRODUCER

Recruitment Pack

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# TERMS AND BENEFITS

## WHAT WE ARE OFFERING

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### **Job title:**

Engagement and Communities Producer

### **Salary:**

£35,000 FTE per annum, pro-rata

### **Contract:**

1 Year Fixed Term, 3-month probationary period.

0.8 FTE (4 days per week)

### **Responsible to:**

Creative Director / Co-CEO

### **Responsible for:**

Volunteers and freelance practitioners (as required)



We were shortlisted for the  
Art Explora Academie des  
Beaux Arts Award 2023

Championing new forms of  
audience engagement and  
participation in the arts.

### **Key Contacts:**

the Albany Executive Team, the Capital Project Board, Creative Programme and Hires teams, Operational team, Deptford Lounge team

### **Benefits include:**

- 25 holiday days per annum, plus bank holidays, pro-rata
- Complimentary tickets to Albany performances
- Albany café discount
- Training and development opportunities
- Health and wellbeing support
- Hybrid and flexible working policy
- Access to interest-free season ticket loan and cycle scheme partnership.

# HOW TO APPLY

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We are looking forward to receiving your application form via our online platform here.



## Timelines

Application Deadline:

**Monday 1<sup>st</sup> June, 5pm**

Interviews to be held on:

**Friday 5<sup>th</sup> June**

**Monday 8<sup>th</sup> June**

### Interviews:

We will aim to hold in-person interviews on the dates outlined above; however, please let us know in advance if you anticipate any issues attending so we can make alternative arrangements if needed.

### Start Date:

We are keen for the successful candidate to start as soon as possible due to the time-sensitive nature of an exciting project linked to this role. Please only apply if you are available to begin at the earliest opportunity.

## Feedback

We will be in touch with all candidates regardless of whether you have been shortlisted or not, but the timing of this will depend on the current status of your application.

All applicants who attend an interview will be offered individual feedback. For those not selected for interview, we can provide, on request, a short summary of what we found that the strongest applications had in common, which we hope will help you with future job applications.

# OUR HIRING POLICY

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The Albany aims to encourage a culture where people can be themselves and be valued for their strengths. It's important to us that our team represents the same diversity of audiences and artists we welcome into our venues every day.

We have a dynamic and flexible internal culture that gives employees control over the way they work and supports wellbeing. We will be as flexible as we possibly can be when supporting staff to balance their work and their personal lives. We are keen to have a conversation to find practical solutions to accommodate candidates' own situations whilst meeting the needs of the organisation.

You may not have worked in a cultural organisation before, perhaps you have worked in music, events, in management & leading teams – these are all very transferable contexts. We are keen to hear from a diverse range of candidates from all backgrounds, drawing on different perspectives, experience and knowledge.

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We particularly encourage people to apply who have lived experience of the Black and Global Majority communities we serve. The Albany will offer an interview to anyone who identifies as a person who is D/deaf or disabled who meets the essential criteria.

If you would like support to think about how your experience is transferable to this role; or would like to ask us practical questions about the organisation, role or the recruitment process, you can book a confidential conversation with our recruitment contact.

We believe in fair recruitment. We will ensure everyone who wants to be a part of the Albany has the resources and confidence to apply. Feel free to contact us online, over the phone or in person if you need further assistance, or require the recruitment pack or application in a different format.

**Recruitment contact:** Ceri Ellen Payne

☎ 020 8692 4446 ext.206

✉ [vacancies@thealbany.org.uk](mailto:vacancies@thealbany.org.uk)

# ABOUT THE ALBANY

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The Albany is a performing arts centre that exists to inspire, develop and support creativity in South East London. With year-round activities and events including award-winning programmes for young creatives and adults over 65, music, theatre, and family performances, our work is led by the talent and imagination of our local communities.

The Albany is an incubator for new ideas and initiatives. We are home to more than 20 incredible resident organisations and are a hub for the next generation of talent – from our weekly takeovers for 12-24 year olds' to our youth music project, REZON8.

We aim to foster a welcoming and inclusive space where everyone is inspired to get creative, and where artists are supported and developed, in part through programmes such as our Associate Artists, Artist of Change and Creative Communities Membership schemes. Our Community Council places local people at the heart of our programming and decision making.

After the momentous delivery of We Are Lewisham, London Borough of Culture 2022 – for which the Albany was lead producer – we were appointed as Lewisham's first Anchor Cultural Organisation. Whilst our work is centred in Deptford and Lewisham, our influence is also felt nationally and internationally. We are lead partner of Fun Palaces and a founding member of the Future Arts Centres network. Our co-creation work has been nominated for major international awards and our Artist of Change project – where artists are embedded in local communities – has been replicated in arts centres across Europe.

**In 2025:**



We welcomed  
**53,061 audience members**  
to **393 events**

We worked with  
**435 artists**  
**1,600 young people**

## OUR VISION

The Albany is the engine room for people to reach their creative potential, tell their stories and define their own culture.

Together we will inspire new possibilities for positive change.



# OUR VALUES

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## **Open and welcoming**

We foster an inclusive space, both physically and culturally, where anyone can feel welcome and heard.

## **A home for ideas, creativity and action**

Everyone has the potential to be creative. We believe that creativity can make real change for individuals and on urgent issues around social justice and the climate crisis.

## **Committed to representing the extraordinary creativity and diversity of Deptford and Lewisham**

We are deeply rooted in Lewisham and South East London. We advocate for its residents, representing the diversity of our borough and the voices of Black and Global Majority people.

## **Responsive and Flexible**

We're co-operative, willing to listen and adjust our approach according to the task in hand. We love seeing amorphous ideas become reality.

## **A connector of people**

We put our communities at the heart of any process. We share our knowledge to shape change and create something better for everyone.

## **Adventurous and ambitious**

We believe that a sense of adventure is essential to achieving our vision. While we are rigorous in our approach and celebrate our successes we're not afraid to try something new.

**“The Albany has had a real impact on my life. I’ve been given a lot of opportunities to grow and explore what I want to do as an artist.”**

Youth programme participant

# CONTEXT OF THE ROLE

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The Engagement and Communities Producer is responsible for producing, managing and strengthening projects that connect local communities with the Albany's public programme. They will play a key role in building long-term, reciprocal relationships with local partners, residents and organisations; deliver engagement activities including consultation, volunteer recruitment and events.

In 2026–27, this role also carries a significant organisational responsibility as the operational lead for the Albany's building consultation process. Working closely with senior leadership, project teams, architects and partners, the Engagement and Communities Producer will coordinate, produce and deliver the full cycle of consultation activity aligned to the redevelopment timeline.

Alongside the capital consultation programme, the role will also contribute to wider community engagement across the Albany's public programme. This includes supporting volunteer recruitment, outreach and producing assistance on existing projects, and working with colleagues to strengthen participation, visibility and community connection across the organisation's broader work.

This is a hands-on role requiring a senior-level producer and communicator with strong project management experience and a genuine commitment to community engagement, inclusion and equitable access.



[Read about our Creative Strategy](#)

[Download our Impact Report](#)

# MAIN OBJECTIVES

## Key Responsibilities

### Consultation Programme Leadership

- Act as the operational lead for The Albany's building consultation programme, coordinating delivery across all engagement phases.
- Translate the agreed engagement approach into detailed delivery plans, schedules and activity briefs aligned with the re-development timeline.
- Work closely with the Consultation Steering Group to prepare meetings, contribute insights from engagement activity, and support responsive decision-making.
- Ensure consultation activity is clearly aligned with planning, design and governance requirements, including feedback cycles and reporting stages to participants and stakeholders.



“The Albany holds community at its heart and the warm, welcoming atmosphere extends to everyone.”

Visiting company feedback

## Capital Consultation Outreach, Participation & Audience Development

- Lead on outreach strategy and delivery for the building consultation programme, with a focus on engaging underrepresented voices and groups who may face barriers to participation.
- Build and sustain trusted relationships with residents, traders, community groups, youth organisations, access-led groups and cultural partners.
- Coordinate recruitment, onboarding and support for consultation working groups, including adult and youth panels, ensuring continuity across consultation phases.
- Act as the main point of contact for the Albany's Building Consultation process, coordinating activity across teams, aligning it with RIBA design stages, and ensuring consistent communication internally and externally.

## Wider Programme Engagement & Volunteering

- Support outreach activity across wider Albany public programmes, working with Senior Producers to engage new participants, volunteers and community partners.

- Coordinate recruitment, onboarding and support for volunteers supporting both consultation activity and existing programmes and events.
- Ensure volunteer roles are clearly defined, inclusive and aligned with programme needs, supporting a positive and meaningful volunteering experience.
- Support participants to engage confidently and meaningfully, adapting formats, timing and approaches to meet different needs.

## Events, Engagement Activity & Facilitation

- Coordinate and deliver a wide range of consultation activity around building development planning including:
  - Co-production workshops
  - Public drop-ins and pop-ups
  - Targeted stakeholder sessions
  - Creative and informal engagement methods
- Facilitate or co-facilitate engagement sessions as appropriate, creating inclusive spaces for dialogue, challenge and feedback.

- Work with colleagues and consultants to ensure engagement content, materials and environments are accessible, clear and fit for purpose.
- Provide practical engagement-focused producing support to colleagues delivering wider Albany programmes, including advice on co-creation approaches, participant care, access considerations and volunteer coordination.

### **Feedback, Insight & Reporting**

- Ensure systematic collection, documentation and analysis of consultation feedback across all engagement activity within building development consultation and wider Albany programmes.
- Coordinate the preparation of clear, accessible feedback outputs and reporting for community and stakeholder audiences.
- Support transparency by ensuring participants understand how their input has informed decisions, and where constraints apply.

- Contribute evidence and learning from consultation to internal reporting, funder requirements and planning documentation.

### **Collaboration & Programme Integration**

- Work collaboratively with Senior Producers and colleagues to ensure consultation activity is integrated into wider programming and community-facing work.
- Balance leadership of the capital consultation programme with flexible support to wider engagement and programme delivery across the year.
- Use events, workshops and existing activity as opportunities to gather insight, test ideas and maintain engagement momentum.
- Coordinate freelancers, volunteers and practitioners as required.
- Manage delegated budgets and ensure financial processes align with organisational requirements.

## Values, Risk & Good Practice

- Embed equity, access and inclusion across all stages of planning, delivery and evaluation.
- Contribute to identifying and mitigating engagement risks, including consultation fatigue, misrepresentation and trust erosion.
- Work within organisational policies including safeguarding, data protection, health and safety and equality frameworks.
- Represent the organisation professionally with communities, partners and stakeholders.

## General

- Work with Marketing & Communications to support recruitment, promotion and audience development for community programmes and engagement activity.
- Actively contribute to data gathering, evaluation and reporting on impact for internal and external audiences, including funders.

- Contribute project information and supporting material for funding applications.
- Participate in internal project groups related to the building redevelopment and consultation.
- Contribute to front-of-house and team-wide responsibilities where appropriate.
- Ensure financial processes, contracting, payments and reporting align with organisational requirements.
- Represent the organisation at events and meetings as required.
- Work within organisational policies including safeguarding, health and safety, equality and diversity and data protection.
- Undertake other duties as reasonably required.

## REVIEW ARRANGEMENT

This job description is a guide to the nature of the work. It is not wholly comprehensive or restrictive and may be reviewed as required; other responsibilities may be added depending on experience and need.

Changes to the role will be subject to periodic review in consultation with the post holder.

# PERSON SPECIFICATION

## WHAT WE ARE LOOKING FOR

The ideal candidate will be able to demonstrate the following skills, experience and qualities

### Essential

- Significant experience delivering consultation, engagement or co-production programmes.
- Proven track record of outreach and relationship-building with diverse communities.
- Experience coordinating or facilitating participatory sessions, workshops or group processes.
- Experience working with multiple stakeholders, including senior leaders or steering groups.
- Strong project management experience across complex, multi-stage activity.
- Experience managing budgets, freelancers and/or volunteers.

“The Albany is a space where creativity isn’t rushed but allowed to evolve, where the process is just as important as the end result.”

Associate Artist

### Skills & Competencies

- Confident, inclusive communicator with excellent interpersonal skills.
- High level of organisational skill and ability to manage overlapping priorities.
- Sound judgement and ability to adapt approaches in response to community feedback and risk.
- Commitment to equitable, transparent and meaningful engagement practice.
- Ability to work collaboratively while taking ownership of delivery.
- Competence with standard IT and project systems.
- Flexibility to work evenings and weekends as required.

## Desirable

- Experience working in an arts, cultural or community venue.
- Knowledge of Lewisham or similar communities.
- Lived experience relevant to the communities engaged through the programme.
- Excellent organisational and project management skills.
- Financial literacy: ability to produce and work to delegated budgets, produce reporting information as requested, complete project reconciliation and contribute to day-to-day organisational financial processes.
- Flexibility to work evenings and weekends as required.

We're looking forward to hearing from you.

We welcome feedback about how you found your recruitment journey with us - you can contact us at:  
[vacancies@thealbany.org.uk](mailto:vacancies@thealbany.org.uk).



the Albany



The Albany, Douglas Way, SE8 4AG  
The Albany is a registered charity number 1112521

   @TheAlbanySE8 | [www.thealbany.org.uk](http://www.thealbany.org.uk)



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ENGLAND**

