



Programmes Planning & Administration

Manager

Application Pack

Play your part at the National Youth Orchestra

The National Youth Orchestra is the UK's leading organisation championing orchestral music as a powerful agent for teenage development. We are a welcoming community where every teenager can play their part in shaping their world through extraordinary music.

It's the greatest adventure a teenager can have in orchestral music where young people develop much more than musical skills.

Every year we welcome over 10,000 teenagers of all backgrounds and different levels of musical ability into a national community to play and share orchestral music. At the centre of the organisation, our Orchestra, known as NYO, is acclaimed internationally as 'the world's greatest orchestra of teenagers' for their dazzling performances. Each NYO musician also plays their part as a leader and role model, sharing music and skills through NYO Inspire and our wider engagement programme.

With music education all but disappearing in state schools, the free programmes provided by NYO are needed more than ever – to ensure all teenagers have the opportunity to develop their confidence and skills for life through sharing and playing music together. Joining the NYO community, they open up to new friends and possibilities. Stepping out to perform, they rise to new challenges. Sharing their passion with other young people, they learn to inspire and lead.

The role

To lead the planning, scheduling and core programme administration that underpins delivery across NYO's activity, ensuring projects are well organised, well-resourced and joined up across teams.

This is a key enabling role, spanning programme scheduling, venue booking, freelance booking and contracting, and the maintenance of central systems and processes across the programmes team.

This role will suit someone who enjoys creating order, clarity and consistency in complex delivery environments, who can communicate and negotiate effectively with a range of internal and external partners, and who is motivated by helping colleagues deliver ambitious work for young people to a high standard.

Working at NYO

At the National Youth Orchestra, you'll work as part of a supportive, friendly and adventurous staff team. Learning and personal growth are intrinsic to every role.

Our offices near Holborn in central London are a hive of activity, a space for collaboration and ideas. Hybrid working is standard for most roles, with a flexible and supportive culture. During the year you will be present at NYO projects, concerts and events across the country, sharing music with young people across the UK.

NYO offers a season ticket loan scheme, cycle-to-work scheme, health cash plan, retail and entertainment discounts and a 24/7 counselling and support helpline.

Purpose of the role

The postholder will play a central role in ensuring NYO's programme delivery is well planned, effectively resourced and supported by strong administrative systems. They will lead on core planning and administration processes across programme activity, with particular responsibility for schedules, venue and freelance coordination, and the maintenance of shared tools and ways of working.

Working closely with programme leads and colleagues across the organisation, the postholder will help create the clarity, consistency and operational confidence needed to deliver complex projects well. The role will support long-term relationships with residency and concert venues, tutors, artists and delivery staff, while helping strengthen efficiency and consistency across the programmes team.

Reports to:

Director of Engagement & Partnerships

Line management:

No direct reports

Key relationships:

Internal

- Programmes team
- Fundraising & Communications team
- Finance & Operations team

External

- Tutors, artists, support team and stage managers
- Venue managers and accommodation providers
- Logistics and storage contacts
- Other freelance delivery staff and suppliers

Key responsibilities

Planning and scheduling

- Lead and maintain the central programme planning calendar, ensuring milestones, deadlines and dependencies are visible and up to date across programme strands.
- Coordinate planning timelines for residencies, concert tours and other project activity, working with programme leads to ensure realistic sequencing and readiness.
- Convene and support planning meetings as required, ensuring actions, decisions and follow-up points are clearly documented and progressed.
- Maintain planning templates and shared documentation that support consistency and efficiency across delivery.
- Work closely with programme leads and operational colleagues to ensure planning information is shared across the organisation in a clear and timely way.

Venues, booking and contracting

- Lead on residency venue and concert hall booking and contracting processes, liaising with colleagues on requirements, availability and contractual progression.
- Support supplier research and the contracting of catering arrangements where these sit separately from accommodation.
- Research and assess the feasibility of residency venues, including attending recces where required.
- Maintain clear records of supplier agreements, bookings, contracts and related delivery information.
- Ensure procurement processes are in line with policy.

Artistic planning

- Support creative planning meetings and decision-making processes, ensuring decisions are recorded and actions followed up.
- Progress artist availability checks and contracting processes.
- Support visa arrangements for international artists.

Freelance team booking

- Coordinate the booking of artists, tutors, support team, stage managers and other freelance delivery staff across programme activity.
- Work with artistic and programme leads to gather requirements, manage timelines and ensure appointments are processed efficiently and accurately.
- Support the development of freelancer induction and training processes, ensuring logistical and procedural information is clear and well organised.
- Coordinate the booking of musicians and related personnel for ad hoc events.

Systems and administration

- Serve as a central co-ordinating lead for programme administration, helping align administrative practice across programme areas.
- Maintain and update programme playbooks, trackers, systems and procedural documentation.
- Support practical coordination around storage, logistics and other shared operational arrangements connected to delivery.
- Identify opportunities to improve workflows, reduce duplication and strengthen consistency across programme administration.

- Support colleagues to maintain clear, practical administrative systems that enable strong delivery across programme areas.

Other duties

- Undertake any other duties reasonably required within the scope of the role.

Person Specification

	Essential	Desirable
Personal attributes		
Strong commitment to NYO's mission and to supporting excellent, youth-centred programme delivery through high-quality planning and administration.	✓	
Highly organised, methodical and detail-focused, with the ability to manage multiple priorities and maintain accuracy under pressure.	✓	
Collaborative and relationship-focused, with a practical, solutions-oriented approach to working across teams.	✓	
Enjoys communicating and negotiating effectively with a range of internal and external and external stakeholders	✓	
Calm, dependable and proactive, with sound judgement and the confidence to follow issues through to resolution.	✓	
Open to feedback and motivated to improve systems, processes and ways of working.	✓	
Experience		
Experience of programme planning, operations or administration in music, arts, education, youth, events or comparable delivery contexts.	✓	
Experience coordinating complex schedules, bookings, contracts or logistical arrangements across multiple workstreams.	✓	
Experience of maintaining systems, trackers or shared documentation that support team delivery.	✓	
Experience of working with freelance artists, tutors or delivery staff.	✓	
Experience of improving administrative processes or implementing more efficient ways of working.	✓	
Experience of programme planning, operations or administration in arts, education, youth, events or comparable delivery contexts.	✓	
Experience of venue liaison, contracting or supplier coordination.		✓
Skills		
Strong project and process management skills, with the ability to keep activity organised, on schedule and well communicated.	✓	
Excellent written and verbal communication skills, with the ability to work effectively with colleagues, freelancers and external contacts.	✓	
Strong administrative and information management skills, including handling documentation accurately and appropriately.	✓	
Good digital and data capability, including confidence using shared systems, spreadsheets and databases.	✓	
Ability to identify inefficiencies, anticipate issues and take practical steps to improve delivery systems.	✓	
Awareness of safeguarding and the importance of safe, inclusive practice when supporting youth-facing delivery.	✓	

Terms and conditions

Salary

£35,000 – £38,000 per annum (pro rata)
dependent on experience

Contract term

Permanent

Hours

Part-time (21 hours / 3 days a week)

Annual Leave

27 days plus statutory bank holidays (pro-rata)

Place of work

10 Great Turnstile, London, WC1V 7JU

The role will be normally expected to be in the office two days a week (core office days are Tuesday & Wednesday)

Probationary period

Six months

Notice period

Two months

NYO offers a season ticket loan scheme, cycle-to-work scheme, health cash plan, retail and entertainment discounts and a 24/7 counselling and support helpline.

The role is not required to have a delivery role on residential projects, however occasional visits to project activity and concerts/events will be expected. A TOIL policy is in place for weekend/statutory holiday working.

Equal Opportunities

NYO is an Equal Opportunities employer. Diversity and inclusion are at the heart of our work, and this extends to our recruitment practices. We want to ensure that no job applicant, employee or participant receives less favourable treatment on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. Individuals will be selected, promoted and treated on the basis of their relevant merits and abilities. All employees are required to comply with and actively promote this policy.

Safeguarding

NYO is committed to safeguarding and protecting the children and young people that we work with. We have a range of policies and procedures in place and aim to be a sector leader in good safeguarding practice. All employees, contractors, trustees and volunteers are committed to practices that establish and maintain an environment in which the welfare of the young person is paramount; ensure that policies and procedures protect young people from harm, and that all concerns and allegations of abuse will be taken seriously and responded to appropriately.

How to apply

To apply for the role, complete the online application form available at <https://www.nyo.org.uk/about/work-with-us>

The deadline for applications is **Monday 27 April 2026** at 10am.

If you have any questions about the role, please contact recruitment@nyo.org.uk.