

CREATE ARTS.ORG.UK

APPLICATION PACK

EXECUTIVE ASSISTANT TO THE CHIEF EXECUTIVE

**CREATE IS THE UK'S
LEADING CHARITY
EMPOWERING LIVES,
REDUCING ISOLATION
AND ENHANCING
WELLBEING THROUGH
THE CREATIVE ARTS**



JOIN OUR TEAM

Create is the UK's leading charity empowering lives, reducing isolation and enhancing wellbeing through the creative arts. Our focus is on engaging participants in inspiring, sustainable arts programmes in areas where provision is poor and engagement in the arts is therefore low. We know that unleashing creativity ignites imaginations, develops confidence and builds relationships. Like setting off a firework, our professional artists light the touch paper and our participants discover new found self-belief and a desire to try more, do more and be more.

We design and deliver creative arts workshops to engage people who don't normally get the chance to be creative. More than 95 projects each year bring the most vulnerable children or adults together, tackling isolation and loneliness, building skills and promoting wellbeing. Visual art workshops enable young people with serious mental illness to express their feelings and emotions; creative writing projects give homeless adults a voice with which to tell their own stories; dance workshops provide isolated young carers with the freedom to make new friends; and music enables vulnerable older people to bond over shared memories.

This is a hugely exciting time to join Create as we aim to double the reach and impact of our work by our 25th anniversary in 2028, and continue expanding our work in the North West.



WHO WE WORK WITH

To ensure we reach participants in the areas of greatest need, we prioritise partner organisations that receive little or no provision from other arts providers. We select these using poverty indices and government statistics on areas of deprivation alongside data including: disability; pupil premium/entitlement to free school meals; and use of English as an additional language. When choosing locations, we also consider under-provided "Priority Places" such as those identified by Arts Council England and BBC Children in Need.

OUR EIGHT KEY GROUPS

- Children in care / care leavers
- Disabled children and adults
- Schoolchildren in areas of deprivation
- Young psychiatric hospital patients
- Young and adult carers
- Vulnerable older people
- Prisoners
- Marginalised children and adults (including refugees, migrants, and survivors of modern slavery)

During 2025/26, we worked with 2,509 participants:

55%

aged 5-18

21%

aged 60+

60%

eligible for free school meals

England average 25.7%

48%

of the global majority

50%

with special educational needs / disabilities

CREATE IS A SMALL CHARITY WITH A BIG HEART AND FIERCE AMBITION TO SUPPORT, TOUCH AND CHANGE THE LIVES OF THOUSANDS OF VULNERABLE PEOPLE THROUGH THE POWER OF THE CREATIVE ARTS. AND IT DOES THIS BRILLIANTLY.

Nicola Brentnall, ex-Director, The Queen's Trust

CREATIVITY IS INTEGRAL TO YOUR PHYSICAL AND MENTAL WELLBEING. IT ENRICHES AND NOURISHES YOUR SOUL.

Create Participant

WE SHOULD ALL HAVE SOME EXPOSURE TO CREATIVE ACTIVITY. SUPPORTING ORGANISATIONS LIKE CREATE IN HELPING TO GET THE BEST OUT OF PEOPLE IS A WAY OF DOING THAT.

Peter Estlin, 691st Lord Mayor of the City of London

Create Participant

CREATE GIVES ME A BREAK AND ALLOWS ME TO SEE THE POSITIVES IN MY CARING ROLE AND THE POSITIVES IN LIFE. THE WORKSHOPS GIVE YOU A COUPLE OF HOURS NOT TO HAVE THE STRESS OF CARING AND JUST BE A KID AGAIN.

CREATE IN NUMBERS



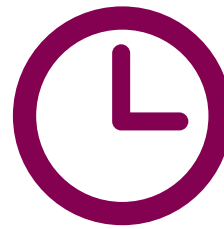
50,430
participants have taken part in our projects since 2003



206
professional artists worked for Create since 2003



17,127
workshops have taken place since 2003



421,875
hours of contact with participants since 2003



£14,357,945
income raised

DIGITAL SPACE

Our fast-growing social media presence includes:



4,135
X followers



5,802
Instagram followers



1,531
Facebook followers



1,598
LinkedIn followers

AWARDS

144

awards since 2012

INCLUDING



Winner
Charity of the Year

IN 2025/26

14 Koestler Awards

Shortlisted for 'Marketing Partnership of the Year' at the Business Charity Awards for our partnership with smart UK



ThirdSector
Business
Charity
Awards



inspired:artsperformance at Sadler's Wells in partnership with Create Patron, Sir Matthew Bourne OBE

THE ROLE

SUMMARY OF POSITION

Would you like to be the right-hand person to our passionate, award-winning Chief Executive, who was recognised with an MBE in 2025 "for services to charity and disadvantaged people"? Do you have the skills, experience, confidentiality and flair to be a step ahead to enable her to deliver her role effectively? Are you a keen multi-tasker, able to juggle that role with office and HR duties, meticulous stewardship of our individual donors and community fundraisers, and event management? This is a key position with Create, as the charity delivers on its ambitious plans to double its reach and impact by its 25th anniversary in 2028. The successful candidate will have extensive EA experience at a senior level, a passion and flair for managing multiple tasks seamlessly, outstanding people skills and an unstoppable drive to make a difference.

POSITION WITHIN ORGANISATION

The EA to the Chief Executive reports directly to the CE. The role is also responsible to the Director of Finance & Operations (DFO) and Director of Development (DD).

TERMS AND CONDITIONS

- This is a full-time role based in London.
- Salary: £31,000 - £33,000 pa depending on experience.
- Holiday: 25 days (including 3 faith days*) + 8 Public Holidays. 2 further days after 5 years' service.
- A beautiful office based in the City of London. This role is office-based for a minimum of three set days per week.
- 35-hour week: standard office hours are 9.30am-5.30pm, Monday to Friday with an hour for lunch. Work outside these hours is required on occasions.
- Travel to meetings, projects and events will be required.
- The opportunity to visit projects and Showcase events.
- As part of Create's Green Action Plan, the charity offers the Cycle to Work scheme.
- In line with Create's Safeguarding Policy, all staff are required to have a Disclosure and Barring Service (DBS) check, which Create will carry out upon appointment.

** Create closes the office over the Christmas period. For staff members who celebrate other faith days, however, the charity is happy to discuss alternative dates.*

KEY RESPONSIBILITIES

Vision and Strategy

- Demonstrating a passion and enthusiasm for the charity, its vision and strategy, and being an effective part of the team delivering and supporting that strategy.

EA to the CE

- Being a step ahead at all times in providing executive support to the CE including: diary organisation, making appointments, responding to invitations, dealing with correspondence, liaising with funding and community partners, Patrons, Trustees, artists and members of the team, collating expense records and arranging travel and accommodation requirements.
- Liaising with EAs and CEOs at the two charities where the CE is a Trustee to support her role.
- Executive level stewardship.
- Hosting project visits on behalf of the CE.
- Maintaining high levels of confidentiality, diplomacy and loyalty at all times.
- Conducting research, preparing papers and briefings, producing occasional PowerPoint presentations.
- Final proof reading of various reports and presentations.
- Managing the overall systems and procedures to support Trustee and other council meetings, including preparing papers, minute taking and setting up/clearing down meetings.
- Monthly expenses for CE.

Office Management

- Taking/transferring phone calls through the main company number.
- Supporting the Office Manager with day-to-day responsibility for IT in consultation with the DFO on the three days when the OM is not working.

HR administration

- Supporting the DFO in overseeing HR software Breathe to log leave.
- Assisting with the recruitment process, including designing recruitment packs, advertising posts, coordinating interviews and taking up references.
- Administration of the starters and leavers process including induction and exit interviews.
- Coordinating the annual appraisal process.
- Working with the Project team on the administration of the DBS process.
- Supporting the OM to co-ordinate and arrange events including: Christmas / Create anniversary socials and small staff/funder events.

Development (Individual Giving)

- Organising and evaluating the annual Fundraising Gala and any other fundraising / stewardship events under the guidance of the DD.
- Stewarding individuals and community fundraisers according to gift level including arranging project visits, meetings, general communications, and providing impact or evaluation reports.
- Supporting fundraising from lower-level individual donors, working closely with the DD.
- Undertaking individual prospect and community fundraiser research as required and maintaining meticulous database records on the Salesforce CRM as a superuser.
- Leading on the development and implementation of community fundraising initiatives.

Financial administration

- Assisting the DFO by holding and releasing the company debit card details for payments and ensuring all relevant paperwork is correct and up to date.
- Tracking individual giving income / sending weekly update / stewardship.
- Supporting the Bookkeeper with financial administration for office operations.

General

- Sharing Create's commitment to safeguarding and promoting the wellbeing of our participants. Our Safeguarding Children and Vulnerable Adults Policy can be found [here](#).
- Undertaking any other duties that may be reasonably required by the CE.

PERSON SPECIFICATION

Essential Qualifications and Experience

- Significant experience as a senior Executive Assistant at CEO level.
- Excellent knowledge of Microsoft Office applications, including Word, Excel, Power Point and Outlook.
- Significant levels of office management experience.
- Tried and tested methods for managing multiple diaries, tasks and deadlines.
- A commitment to the charity sector and the ethos/values of Create.

Desirable Experience

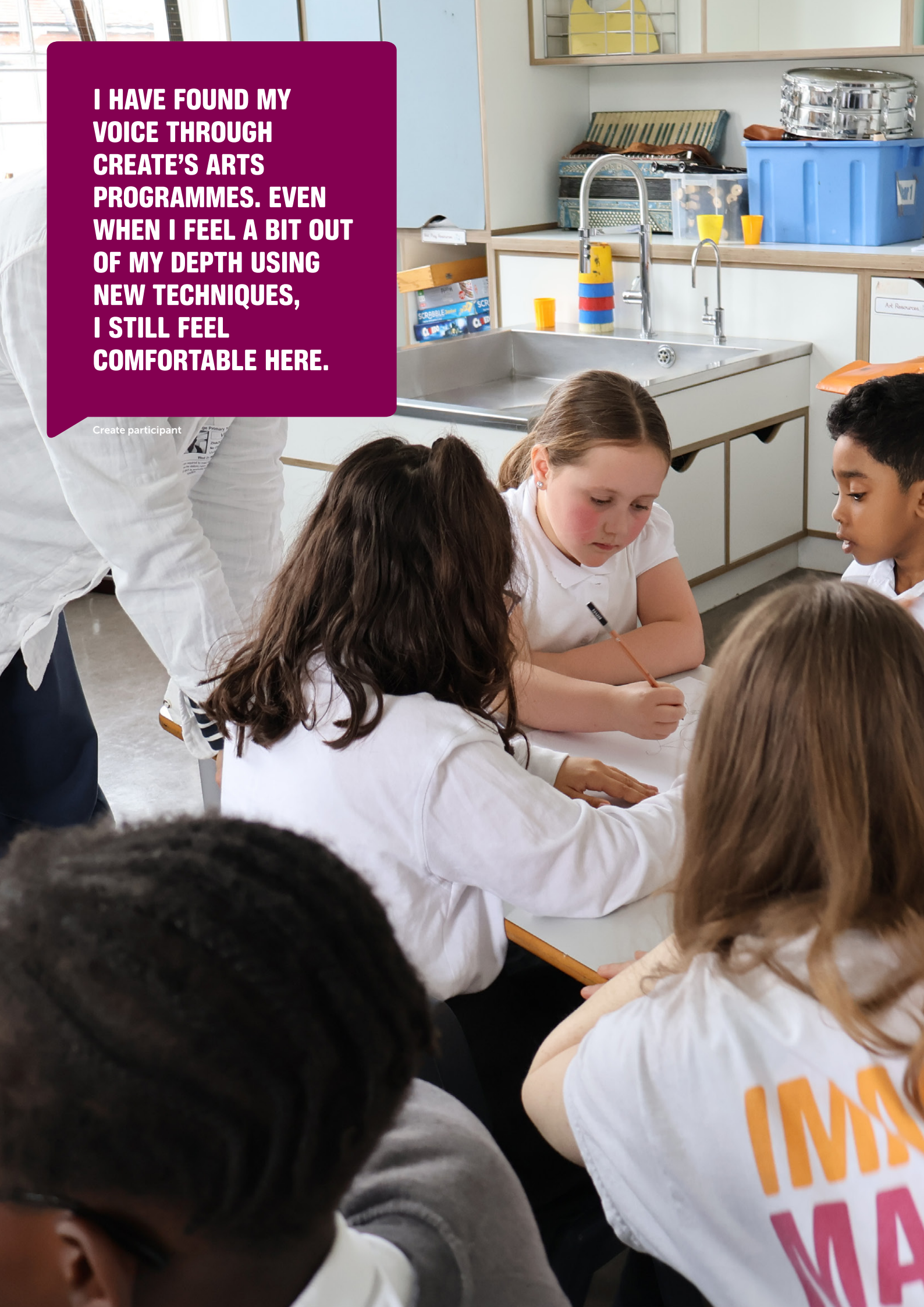
- Experience of HR administration.
- Experience of financial administration.
- Experience within the charity and/or arts sector.
- Experience of Salesforce CRM.

Skills and Abilities

- Target-focused and results-driven with highly effective time management and exemplary prioritisation and planning skills.
- Strong organisational, negotiation, administrative and interpersonal skills.
- Outstanding written and verbal communication skills.
- Accuracy and meticulous attention to detail.
- Ability to work within a small, multi-disciplinary team.
- Highly confidential, discreet, sensitive manner; and absolute loyalty.
- Ability to work to strict deadlines and remain calm under pressure.
- Ability to think creatively.
- Positive with a "can do", solution focused attitude.
- Self-motivated and ability to work on own initiative, independently, without direct supervision.
- A flexible attitude to work: evening and weekend work is required on occasions.
- Excellent literacy in IT, HR, CRM & office systems.
- Commitment to – and understanding of – equal opportunities, safeguarding and diversity.

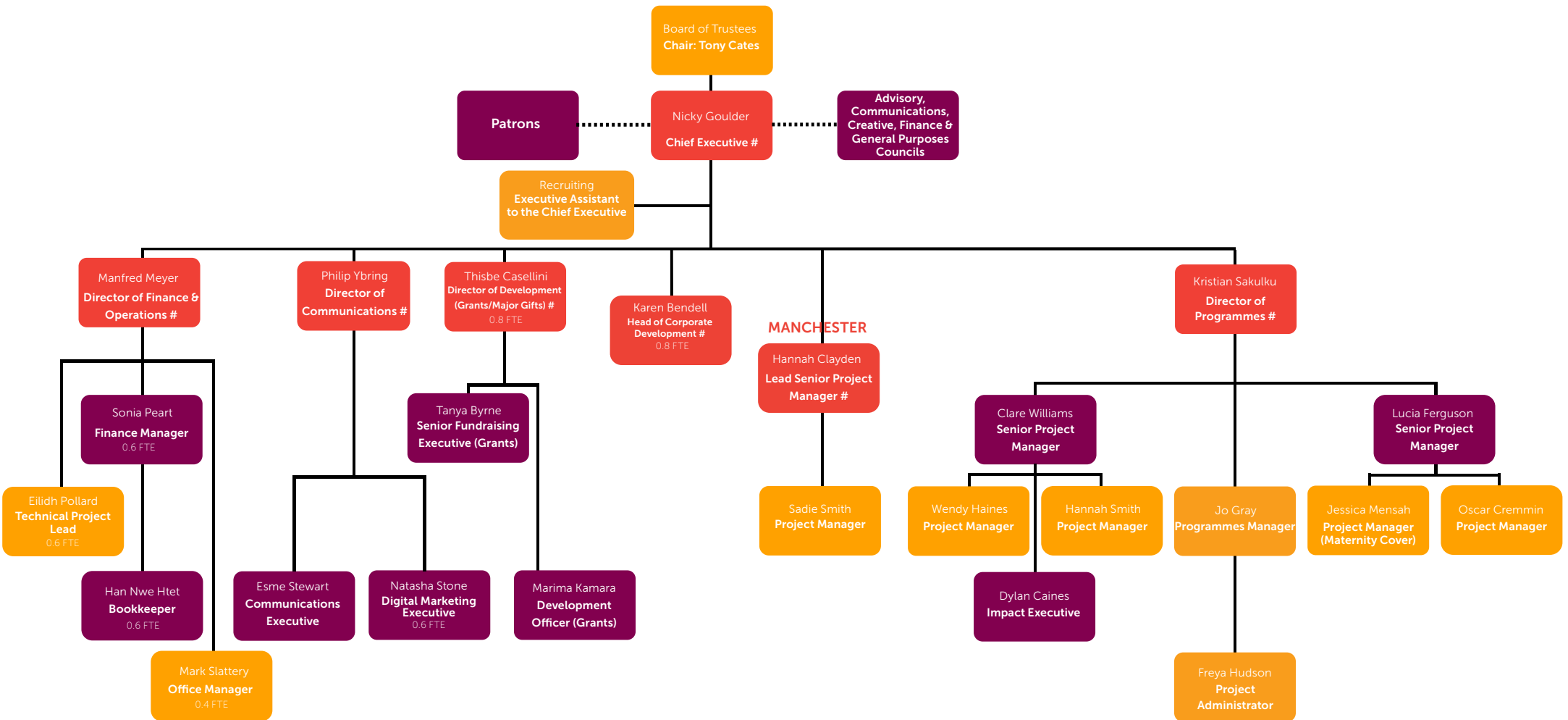
I HAVE FOUND MY VOICE THROUGH CREATE'S ARTS PROGRAMMES. EVEN WHEN I FEEL A BIT OUT OF MY DEPTH USING NEW TECHNIQUES, I STILL FEEL COMFORTABLE HERE.

Create participant



ORGANISATIONAL STRUCTURE

- denotes membership of the Senior Leadership Team





HOW TO APPLY

The deadline for applications is 9am on **Monday 29 June 2026**

1st Interviews: Thursday 2 July at Create's office

2nd Interviews: Tuesday 7 July at Create's office

To apply, please send a completed application form with a short email providing a telephone number where you can be contacted in confidence.

The completed application form and example proposal/bid can be emailed to recruitment@createarts.org.uk
(please type the job title in the subject field).

Download the application form [here](#).

No agencies / consultancies.



**CREATE'S
PROGRAMMES
PLAY A VITAL ROLE
IN DEVELOPING
KEY SKILLS, LIKE
CREATIVITY, SO
THOSE MOST IN NEED
IMPROVE THEIR LIFE
CHANCES.**

Nicole Lovett, Director, CSR, Deutsche Bank

FURTHER INFORMATION

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