

open door 

Candidate Pack

**Content &
Programming
Manager**

Want to do something amazing?

Open Door is one of Merseyside's most dynamic and progressive independent charities committed to shaping change in mental health. Based in Birkenhead, we deliver a holistic and creative programme of services that support the wellbeing and mental health of young people and families, using innovation, arts and culture as catalysts for change.

All our programmes are free of charge and we have no waiting lists; we are committed to providing free, fast and effective mental health support at the point that people need it most. Our beneficiaries join our organisation as 'members' and can access a wide range of services including workshops, activities and individual support. Our offer is engaging and versatile, providing choices that aren't available through conventional mental health services.

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We apply creativity and innovation to everything that we do; our services are led by a dynamic team of staff and trained peer mentors who, using their own personal experiences and a range of effective tools and programmes, support individuals through to better times.

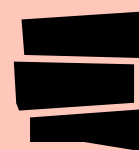
We have two main sites in Birkenhead, and over the past 14 years have grown to become one of the largest independent providers of talking therapies in Merseyside and one of the most progressive organisations of our kind in the UK.

We were awarded the Queens Award for Voluntary Service in the 2019 Honours List, the Investing in Volunteers Chartermark in 2019 and most recently we were named as a winner of the prestigious Kings Fund x GSK Impact Awards for our excellent work in health and wellbeing.

Open Door is all about empowerment, culture and opportunity. Not only do we offer support services for our members, but we also provide our local community with a creative and social space, Bloom Building. From Bloom, we offer hot-desking, workshops, tenancies and more. We host art exhibitions, an eclectic events programme and a network of cultural and health partners who work together with Open Door to co-create a vibrant programme of activities for new and existing members, taking mental health support out of traditional, clinical models and into the heart of engaging, non-stigmatising arts and culture.

Our organisational values are:

- Human
- Fire
- Visionary
- Professionalism





Our vision

What we hope to achieve in the longer term

Together our members, mentors and staff transform cultures around mental health. The times when we need support become moments of meaningful change. We all have opportunities to connect with brilliant people, transformative tools, and inspirational places.

Our mission

Why we are here and what we do

Open Door exists to shape meaningful change in mental health. We create inclusive communities, joyful places and evidence-based programmes that empower people to be mentally well. What we do first-hand in Merseyside, we share with others, inspiring change across the UK.

Creativity and shared experience is at the heart of everything we do; we innovate, we collaborate, and we push for lasting change.

Our future

Open Door Charity has been through a significant period of development over the past three years; we've taken on new projects and commissioned services supporting families and care experienced young people, we've significantly grown our staff and volunteer team and operate from two main sites in Birkenhead. We have established a robust senior leadership team, governed by a strong board of trustees and have just passed our 14th anniversary. We have some exciting projects in the pipeline and now is a great time to join the Open Door Charity to help us on the next stage of our development.

In our most recent staff survey, our team reported:

100%

of staff feel valued by their manager.

100%

of staff feel they are part of a supportive team and have good working relationships.

100%

of staff feel positive about the work they are doing at Open Door.

A place to develop

Open Door Charity strives to be the best job you ever have. We understand that when we recruit passionate, driven and ambitious people we won't be the last stop in your career journey. We are committed to ensuring your time with us is as transformational and developmental as it can be for the charity and for your personal and professional development.

The ways we achieve this include:

- Access to networking events within the third sector and beyond
- Access to training opportunities within your role
- Regular one to one meetings with your line manager

“ODC is in a hugely exciting place.

We have been in the world for 14 years, delivering a dynamic and holistic package of services that are helping set the tone nationally in how mental health can be supported, where the mental health conversation sits and the power of deep human connection and collective experiences to bring about tangible change in peoples lives.

We have large scale commissioned projects which we now deliver independently and alongside regional and national partners, and are pressing ahead with creating what we believe will be the most progressive and spectacular wellbeing and creativity environment in the UK - Joy.

To achieve all of this we need the best people to come on board, so have focused efforts and resources in recent years on creating a workplace which is exciting, challenging and fun to be in, gets the best out of its people, supports one another and has the achievements of our people’s purpose front and centre in our approach.

We will do everything we can to make this the best job you will ever have. We look forward to hearing from you.”

Lee Pennington - Charity Director



Job description

Role: Content & Programming Manager

Working pattern: Full time 37.5 hours per week

Location: Joy, Birkenhead

Contract type: Permanent*

Salary: £35,000

*Dependent on a successful 6-month probationary period, demonstrating ODC values and excellent execution of responsibilities.

Other benefits:

- 25 days annual leave (pro rata) excluding bank holidays, plus annual Christmas shutdown
- Weekly staff yoga
- Opportunity to take part in quarterly team away days
- Cycle to work scheme
- Wellbeing support available
- Free eye tests



Role Overview

The Content & Programming Manager will lead the planning and delivery of a diverse, values-led programme of events, regular activities and funded projects at Joy. The role is central to ensuring the programme supports wellbeing, recovery and opportunity for members, mentors and the wider community.

You will take ownership of the annual programme plan and budget, ensuring activity is well-designed, financially sustainable and aligned with Joy's purpose. Working closely with colleagues across Access & Member Experience, FOH, Events, Growth and wider Open Door teams, you will ensure a coherent and joined-up offer for members, mentors and other community members.

You will lead a small team, oversee key flagship events, and maintain strong relationships with external partners and activity providers. You will also support the FOH and events functions through delivery of the programme, and contribute to the development of the programming function and wider business development activity across Open Door Charity.

Alongside delivery, you will be responsible for funded projects, evaluation and impact reporting, and ensuring the programme remains responsive to evolving needs.

Main Duties and Responsibilities

Programme Planning & Delivery

- Lead the planning and delivery of a rich, diverse and appropriate programme of events and regular activities at Joy designed to improve people's lives, and provide new opportunities.
- Ensure the programme is structured, coordinated and delivered effectively across the year in line with organisational aims.
- Take responsibility for delivery of key flagship events, ensuring high-quality planning, coordination and execution.
- Deliver specific funded projects as part of the wider Joy programme, ensuring requirements are met.
- Ensure the programme remains responsive to emerging needs, community feedback and changing priorities.

Budget & Programme Ownership

- Take ownership of the programming budget and ensure effective financial oversight across all programme activity.
- Monitor spend and resource allocation to ensure activity remains within agreed financial parameters.
- Ensure programme decisions are made with consideration of sustainability, value for money and delivery capacity.

Team Leadership & Development

- Line manage a programming team of 2-4 staff, providing clear leadership, guidance and support.
- Oversee day-to-day delivery of team activity and ensure effective coordination of responsibilities.
- Support recruitment, induction and ongoing development of programming staff.
- Foster a collaborative, motivated and accountable team environment.

Main Duties and Responsibilities

Partnerships & Relationship Management

- Maintain and develop a strong network of activity providers, facilitators and partners.
- Inculcate external partners into the Joy community, ensuring they are meaningfully embedded in delivery.
- Develop and maintain effective relationships with external partners to support programme delivery and quality.

Cross-Team Working & Integration

- Work closely with Access & Services teams to ensure a coherent and consistent offer for members, mentors and wider community members.
- Support FOH and Events teams through delivery of the programme and identify opportunities to strengthen both areas through joined-up working.
- Work alongside the Growth department to support the development of the programming function and wider business development activity across Open Door Charity.
- Ensure programming is integrated across teams to support a joined-up organisational offer.

Risk Management & Operational Delivery

- Identify risks within programme planning and delivery and design appropriate solutions.
- Support safe, effective and well-coordinated delivery of all programme activity.
- Ensure operational challenges are addressed proactively and appropriately.

Evaluation, Learning & Reporting

- Contribute to evaluation and impact reporting across the programme.
- Support the collection and use of insight, feedback and learning to inform programme development.
- Ensure reporting requirements linked to funded projects are met.

You will be a great fit if...

You have this experience:

- Experience designing, planning and delivering programmes of events, activities or community-focused initiatives in a cultural, charitable or similar setting.
- Experience managing budgets and taking ownership of financial planning for a programme or project portfolio.
- Experience working collaboratively with multiple internal teams to deliver joined-up activity and shared outcomes.
- Experience building and maintaining partnerships with external organisations, artists, facilitators or community providers.
- Experience managing or contributing to funded projects, including reporting, compliance or delivery requirements.
- Experience line managing or supporting the development of staff within a programme, events or community-focused team.

You have these skills:

- Strong programme planning and coordination skills, with the ability to balance long-term strategy and day-to-day delivery.
- Confident relationship-building skills, able to work effectively with partners, stakeholders and internal teams.
- Strong financial and budget management capability, with a practical understanding of value for money and resource allocation.
- Excellent organisational skills, with the ability to manage multiple workstreams, deadlines and competing priorities.
- Clear and confident communication skills, able to translate ideas into action and keep stakeholders aligned.
- Analytical and reflective approach, with the ability to use feedback, data and insight to improve programming.

You will be a great fit if...

You demonstrate these behaviours:

- Purpose-led and impact-focused, with a genuine interest in improving lives through meaningful activity and engagement.
- Collaborative and team-oriented, working across departments to create a coherent and joined-up offer.
- Proactive and solutions-focused, able to identify challenges early and respond constructively.
- Adaptable and responsive, comfortable evolving plans as needs, opportunities or funding requirements change.
- Relationship-driven, investing time in building trust with partners, colleagues and community contributors.
- Reflective and curious, with a commitment to learning, improving and developing the programme over time.

Any questions, get in touch

Email us:

vacancies@opendoorcharity.com



Registered with
**FUNDRAISING
REGULATOR**

We are committed to having a diverse workforce and promoting equality, however, this is a work in progress, and we know we still have a way to go. We value and respect all differences in all people (seen and unseen) and we aspire to inclusive working experiences and an environment that reflects the communities we serve, where our people have equal access to opportunities, their voices are heard and they can contribute to our future.

We actively encourage applications from care leavers, BAME and LGBTQ+ candidates, those from lower socio-economic backgrounds, and those with a disability. If you are called for interview and have any accessibility requirements, please let us know.

To register your interest, please send a copy of your CV, completed equality & diversity form and cover letter outlining how you meet the requirements through to vacancies@opendoorcharity.com with the job title as the subject line.

We look forward to hearing from you!



www.opendoorcharity.com

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