



The Glass-House
Community Led Design

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28th March 2022

Dear applicant,

Thank you for your interest in working at The Glass-House Community Led Design.

To ensure that you provide all of the information that we require to assess your application, please read the following information carefully.

Application process

In this application pack you will find:

- Job description
- Person specification
- Conditions of Employment
- Link to [online Equality and Diversity Monitoring Form](#)

We recommend that you read the information material carefully and that you have a good look at our website www.theglasshouse.org.uk to gain a better understanding of the work that we do.

Your application should include:

- A personal statement on why you would like to work at The Glass-House and what you could offer us and the role, with reference to how you fulfil the person specification (no more than 2 sides A4)
- Your CV (no more than 2 sides A4)
- URL to or PDFs of up to 3 relevant examples of your work
- [Equality & Diversity Monitoring Form](#) (to be completed online)

Please ensure that all files sent to us via email are in Word or reduced size PDF format. Please also confirm that you have the right to work in the UK.

Please send us your application by e-mail to recruitment@theglasshouse.org.uk by 12 noon on Friday 22 April 2022.

Interviews for this post will be held on Wednesday 4 May.

We look forward to hearing about you and what you might bring to The Glass-House.

Yours faithfully,

Sophia de Sousa
Chief Executive

WEdesign Programme Manager

Contract:	Full-time 3-year fixed-term contract (start date June/July 2022)
Salary:	£40,000 - £45,000 per annum depending on experience
Annual Leave:	25 days per year plus the days between Christmas and New Year
Pension:	8% employer contribution

About The Glass-House Community Led Design

[The Glass-House Community Led Design](#) is an independent national charity dedicated to connecting people with the design of their places, and to connecting design with people. For the past two decades, The Glass-House has supported communities, organisations and networks to work collaboratively to improve the design of their homes, open spaces, buildings and neighbourhoods.

We provide hands-on support and training, share knowledge and learning, and inspire new thinking and debate through action research, events and resources. We see design not only as a tool for creating great places, but also as a way to connect people and empower them with enhanced confidence, skills and a greater sense of agency. Visit our [website](#) to find out more about our work.

About this opportunity

We are recruiting a new member of The Glass-House team to be our **WEdesign Programme Manager**. With practice-based, academic or policy experience in the built environment, this person will play an active role in the development and delivery of our WEdesign event series and associated activities integrating Glass-House events and activities with higher education, communities, practice and policy. This role champions the power and importance of community leadership and cross-sector collaboration in design and placemaking, and of creating interactive and innovative spaces for connection, learning and co-design.

We are initially offering a fixed-term contract of three years on a full-time basis, but with the potential to extend the contract further. This post is funded by the Ove Arup Foundation.

About The Glass-House WEdesign programme

The Glass-House delivers annual WEdesign series of free, public facing events exploring the role of communities and cross-sector collaboration in design and placemaking. Our events create safe spaces for diverse audiences to come together to explore challenging issues and to work collaboratively on co-designing propositions for changes to culture, policy and practice. Our WEdesign events bring together community activists, practitioners, students, researchers, academics, policy makers, voluntary, public and private sector professionals and representatives from the design, housing and development industries as equal contributors through challenging yet playful activities to explore a broad spectrum of issues relating to design quality, place equity, sustainability, diversity and inclusion.

In 2020/21, we experimented with a new model for the event series, working with higher education partners. Each event in the [Co-designing Sustainable Places series](#) was an interactive space in which we worked alongside academics and students across the country to co-design and co-facilitate these free interactive online events. Through the series, we worked with tutors and students at both undergraduate and post-graduate level, building on our existing partnerships with higher education. The events brought people together to innovate and test new ways of working collaboratively and creatively through a range of both digital and more traditional co-design tools and techniques.

Our WEdesign sessions also linked into the students' university projects, providing them with a platform to explore their ideas whilst empowering them as presenters and facilitators. Alongside the public-facing events, The Glass-House provided workshops and mentoring for the students, integrating our learning into their educational programmes.

Our academic partners for this series were The University of Sheffield's BA in Architecture, UCL Bartlett's MSc in International Planning & MSc in Spatial Planning, and The Glasgow School of Art's Master of Design (M.Des) in Design Innovation & Environmental Design. We have captured our 2020/21 series in a [small publication](#).

We are currently delivering another WEdesign series for 2021/22, [Local Places, Global Issues](#), which is continuing to experiment with this model, this year adding new partners and integrating a hybrid event model, with participants joining both online and in-person.

About the role of WEdesign Programme Manager

We have now secured funding from the [Ove Arup Foundation](#) to appoint a full-time post with an initial contract for three years to lead and further develop the WEdesign programme. This will help The Glass-House build on this experience to further explore the integration of Glass-House training and events with live academic programmes for emerging built environment professionals, and create vital spaces for connection and collaboration with students, communities, practitioners and policy-makers through our work and networks.

Our new dedicated programme lead will help us further iterate and develop the various aspects of our WEdesign series, and help us better capture, evaluate and share this work to extend its impact and reach. Our aim is to extract learning that contributes to research and teaching, and that can help to inform and influence policy and practice. We would also like to develop a replicable model that other higher education institutions can integrate into their teaching to help them collaborate with a range of partners from industry, practice and their local communities.

This post creates a new strategic role at The Glass-House, which will see our new recruit working alongside the Chief Executive and colleagues, and with a range of both existing and emerging partners to experiment and innovate within this established programme. This is an unusual role, which will require someone who is comfortable working across sectors and disciplines, and who is able to combine strategic thinking and partnership working with the nuts and bolts of designing and delivering a national programme of events and associated activities. Working within our small team, this will require a commitment to work collaboratively and openly, and an ability to think outside of traditional boxes.

Job Description & Areas of Work

Key Responsibilities

The WEdesign Manager will work alongside other members of The Glass-House team and our university partners to:

- Coordinate the WEdesign programme of events and all the key elements within it.
- Coordinate partnership working for the programme, continuing to build on existing partnerships with higher education and forging new ones.
- Build on existing and develop new partnerships within industry, practice and community-based organisations and networks to extend the reach and impact of the programme.
- Coordinate work with The Glass-House team and partners to promote, capture and disseminate the events, the associated student work developed, and the co-produced event outputs.
- Lead on evaluating and iterating the events, series and associated activities as the programme develops.
- Coordinate work with The Glass-House staff and partners to develop a replicable model for the programme and event series that could be used in other disciplines and involving multiple partners and stakeholders across sectors.
- Lead on attracting additional support and funding for the WEdesign programme.

Key areas of work

Coordinate and further develop the WEdesign programme of events

Responsibilities

- Work with colleagues, partners and Glass-House Enablers to design and deliver our annual series of WEdesign public events.
- Work with higher education partners to integrate the events with live student projects, and to develop the training and mentoring to support students working with us to co-design and co-facilitate the events.
- Work with higher education partners and The Glass-House colleagues to create opportunities to work with community-based partners and projects within this space, and to provide connections between student projects, Glass-House work and community-led initiatives in design and placemaking.
- Work with our network of professional Enablers, practitioners and industry to help connect our event series and students with professional practice, and to bring professional expertise into our programming.

Champion and coordinate partnership working

The WEdesign series is reliant on effective partnership working and our wonderful network of collaborators. You will play a key role in nurturing and further developing this network.

Responsibilities

- Work with our existing and emergent higher education partners to develop a community of interest and practice through and around the WEdesign programme.
- Extend this community of interest and practice by attracting new partners from higher education, industry, practice and the community and voluntary sector.
- Build on and establish new relationships with key government departments to both respond to and inform policy around community leadership and cross-sector collaboration in design and placemaking through the WEdesign programme.
- Build and maintain relationships with funders to help ensure the reach, impact and continuity of the WEdesign programme, and to link our work with other initiatives within our funders' networks.
- Work with partners to explore how the WEdesign programme might create pathways into employment opportunities for students through our collaboration with practice-based and industry partners.

Promote, Capture and Share Events and Associated Activities

Work with The Glass-House team to promote, capture and share WEdesign activities. You will work with colleagues to:

- Develop a clear and accessible narrative for the WEdesign programme.
- Develop promotional material to attract support, collaboration and participation in WEdesign activities.
- Work with colleagues to produce and resource an ongoing narrative (in blogs, newsletters, social media etc.) to share the work we are doing through the WEdesign programme with our audiences.
- Produce accessible and engaging resources to help capture and share our learning and build capacity within communities, practice and academia.

Monitor, Evaluate and Iterate

Work with The Glass-House team to continuously monitor, evaluate and iterate the programme. In order to do this, you will work with colleagues to:

- Monitor and evaluate feedback and impact of the WEdesign programme, capturing input from participating partners, students and participants across sectors and disciplines.
- Research and organise internal data systems to extract key evidence, stories and quotes, and to organise and edit images from the WEdesign programme.

- Develop, organise and update key methods, tools and resources that we use within the WEdesign programme and produce accessible and engaging resources to help share our learning with communities, practice, policy-makers and academia.
- Work with colleagues to produce a replicable model for collaboration across sectors that can be used to support event series in other fields and disciplines.

Administration

This role brings with it some essential administrative tasks to contribute to the smooth running of the organisation.

Responsibilities:

- Help ensure that all activities are suitably managed, captured, monitored and evaluated within our data systems.
- Monitor all income and expenditure in relation to work carried out on project-based activities and report relevant information to the Finance Officer and the Chief Executive.
- Report to our Board and funders on the WEdesign programme.

Contribute to the work of The Glass-House team

As a member of The Glass-House team, you will:

- Act as an ambassador and enabler for the organisation.
- Research and build relationships with relevant networks, organisations, agencies and universities to support all Glass-House programmes.
- Implement Glass-House policies, including diversity and health and safety.
- Provide support to colleagues as and when necessary.

Person Specification

Candidates must have a passion for the connection between people, place and design, and for empowering communities to play an active role in shaping their places. They must also be confident about working with people from different sectors and disciplines, and from diverse communities.

Above all, our new WEdesign Programme Manager must be passionate about the power of great design to transform places, and about the role of community-led, participatory and collaborative design processes to improve place quality and to build social capital.

Our ideal candidate will bring together:

- An understanding and experience of working in or with design and placemaking practice and/or education and an understanding of the current built environment policy and practice landscape
- A good understanding of and relationships with higher education degree courses for design and built environment professions
- Links with practice and industry in design, development and placemaking
- Experience of and passion for working with communities through design
- Experience of designing and delivering interactive learning spaces

We will expect our candidates to have excellent communication and facilitation skills, and be able to produce visually clear, accessible and compelling information and resources. Our WEdesign Programme Manager should also enjoy working with different types of media and be willing to experiment with new platforms and programmes.

We recognise that the work of The Glass-House is highly specialised, and that this role brings together an unusual mix of skill sets and experience. Candidates may therefore not have experience that exactly matches our work or this role description. Our successful candidate will be able to demonstrate relevant skills and experience to make the case for their candidacy, an understanding of our values and objectives, and a passion for the work that we do.

We see this role not only as a job, but as a space to learn, to innovate and to grow as a specialist in our field.

Essential experience

- A qualification and/or experience in a relevant design or placemaking field
- Demonstrable experience of project management, and of partnership working
- Demonstrable experience of compiling and editing information for public consumption with excellent attention to detail
- Proven track record of working to and meeting delivery targets
- Demonstrable experience of planning and managing budgets and financial information

Preferred experience

- Knowledge and experience of working with Adobe Creative Cloud software, including Photoshop, InDesign or comparable graphics packages
- Experience of using social media to extend reach and to share learning
- Experience of website administration (we use Wordpress)

Personal attributes and skills

- Ability and confidence to communicate effectively with communities, students and professionals, an ability to develop appropriately targeted outreach strategies, and to manage outreach and partnership working with all walks of life
- Excellent verbal, written (and ideally also graphic) communication and presentation skills, with meticulous attention to detail
- Excellent administration and organisational skills with ability to organise and prioritise workloads
- Flexible, with a 'can-do' attitude

Conditions of Employment

The position will be full-time (35 hours/week) with a three-month probationary period.

The Glass-House office working hours are generally 9:30am to 5:30pm. The post-holder must be willing to occasionally work outside normal office hours including occasional evenings and weekends (time off in lieu will be granted for additional hours worked).

The position will be based at The Glass-House Community Led Design office, currently at 35 Bow Road, London E3 2AD.

The Glass-House team takes a flexible working approach, which allows for some working from home. We would generally anticipate at least two days per week at The Glass-House office, and/or out on location for projects or events.

Some travel to meetings and events may also be required. As a national charity, travel does occasionally require overnight stays.

The salary for this post is £40,000 - 45,000 per annum, depending on experience. This is a fixed-term contract for three years, with the potential to extend the role and contract further.

The organisation makes pension contributions equivalent to 8% of the post-holder's salary.

Annual leave entitlement will be 25 days per year pro rata, plus the days between Christmas and New Year.

This role is supported by



Ove Arup Foundation