



Together, we make it V&A

V&A South Kensington
Coordinator: Schools and Colleges

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Reports to	Team Leader: Schools and Colleges
Department	Learning and Digital Programmes
Line Management	None
Principal Location	V&A South Kensington
Hours	36 hours a week
Salary	£28,520
Work pattern	Hybrid (standard pattern 60% V&A South Kensington, 40% working from home.
Contract	Permanent





Who we are

The V&A is a family of museums dedicated to the **power of creativity**. Our mission is to **champion design and creativity** in all its forms, advance cultural knowledge, and inspire makers, creators and innovators everywhere. We share a 5,000-year-old story of creativity through **exhibitions, events, educational programmes, digital experiences, conservation, research**, and an ever-evolving national collection of over 2.8m objects spanning **every creative discipline**.

Learning at the V&A

Learning at the V&A builds creative confidence in all our audiences, and champions the skills needed to drive the future of the creative economy. Through a responsive and relevant portfolio of activity, we strive to inspire current and future generations of artists, creatives, designers and innovators

About the role

The Learning and Digital Programmes team delivers a year-round programme of workshops, webinars, festivals and continued professional development. The post holder provides administrative support to the Schools and Colleges programmes and has responsibility across all strands of the programme regarding data management, budget and visitor figure monitoring and reporting, and coordination for programmes.

1. Provide administration support as required to the Schools and Colleges team to ensure successful delivery of activities.

2. Assist with set up and delivery of events. This will include occasional evening work. Assist with the effective implementation of the Impact Framework/programme evaluation of events.

3. Input, monitor and report regularly on team budgets, using V&A financial systems. Responsible for processing orders, invoices and temporary staff claims and updating related spreadsheets. Maintain timely and accurate records for numbers of Learners that have participated in events and assist with the evaluation of programme.

4. Book rooms for events and liaise effectively with the Contact Centre in all booking requirements. Arrange catering, audio-visual and other in-house support. Monitor the weekly diary of activities and ensure that Visitor Experience receive the correct information. Coordinate printing and signage requirements.

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7. Order materials and equipment for programmes, prepare materials for events and work with other administrators in the Division to ensure that stores and resources are well-maintained. Arrange photography and filming of events and coordinate receipt and archiving of model release forms as required.

8. Advise schools about programming open to their requirements. Deal courteously with school groups and teachers within the galleries, via email and at events. Read, understand and comply with the Museum's Health and Safety policies and other regulations, and take all necessary steps to ensure that other staff in the team does the same.

9. Promote equality and diversity by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and with respect and dignity and actively contributing to developments that support the Museum's strategy for widening access, inclusion and diversity.

What we're looking for

- Excellent administration skills with proficiency in Word, Excel, PowerPoint, etc.
- Demonstrable experience in a similar administration role for a team
- Highly numerate with experience of tracking and reporting on budgets and visitor figures
- Good interpersonal skills and the ability to communicate clearly with a broad range of people in person, on the telephone and in writing with experience of working with the public
- Highly organised and shows attention to detail
- Resourceful with good problem-solving skills, initiative and a proactive approach. Ability to work well under pressure and adapt to regularly changing priorities and procedures
- Basic art, design, performance or digital skills and the ability to prepare materials for events exploring these skills
- Basic standard of literacy and ability to perform straightforward numerical/financial transactions
- Knowledge of museums and galleries, the V&A or the capacity to develop this and use that knowledge to help develop the learning programme
- Experience of communicating clearly, with the ability to adapt your communication style for different groups
- Experience of using MS Office and other relevant IT systems to an intermediate / advanced level
- Respects others' expertise, time, perspectives and contribution
- Takes responsibility for delivering on actions, achieving high-standards and learning from mistakes
- Open to change, new ideas and suggestions; looks for opportunities for improvement and self-development
- Works with others outside their own department in a collaborative, understanding, and, engaging way

Shares our Values of Sustainability, Equity, Creativity, Collaboration & Generosity



Why work here

We strive to integrate **equality, diversity, and inclusion** consistently and naturally into all our activities.

We are proud to be an **open, tolerant, and diverse** organisation. We want to do more to welcome a broader audience and develop a more diverse workforce.

We work closely with our **staff networks** to develop our employee experience.

The V&A values are **Equity, Sustainability, Generosity, Collaboration and Creativity.**

We are committed to a strict **zero tolerance policy on any discrimination, harassment or bullying.**

Disability Confident

We are committed to guaranteeing an interview for applicants who declare they have a disability and meet the minimum criteria for the role.



What we offer you

- **29** days of holiday + public holidays each year
- **5.5%** employee pension contribution, **10%** employer pension contribution (*post-probation*)
- Life assurance scheme (*to value of 4 x annual salary*)
- Family-friendly policies e.g. enhanced maternity + paid carers leave
- An interest-free loan for a travelcard, bike, or for a deposit if you're renting (*post-probation*)
- Free sanitary products for all employees across our sites
- Free entrance to many major museums and exhibitions
- Benefits platform offering discounts at major retailers
- Socials events, such as staff summer and Christmas parties
- An Employee Assistance Programme – free and confidential services to provide support
- Tickets to V&A exhibitions for you, your friends or family + 25% discount on V&A shops and cafes



What next

Apply here [Vacancies at the V&A · V&A](#)
Application Deadline 12 July 2025

We operate anonymous shortlisting at the V&A. This means that the manager cannot see your name, contact information, or equality data when shortlisting your application.

We are a Disability Confident Employer offering guaranteed interviews to those who declare their disability and meet the job criteria under the Disability Confident Scheme.

Interview/Assessment days w/c 21 July 2025

Any Questions?

Contact our Recruitment team at careers@vam.ac.uk



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