

Events and Public
Engagement Officer
Application Pack

Job Details

Job Title:	Events and Public Engagement Officer
Location:	Headway East London offices
Team:	Events and Engagement
Responsible to:	Director of Development
Contract:	Permanent
Hours:	21 hours per week
Salary:	£30,900 FTE (£18,540 after pro rating)

About Us

Headway East London (www.headwayeastlondon.org) is a charity supporting people living with brain injury. Working across 13 London boroughs we offer specialist support and services for survivors and their families. We offer therapies, advocacy, family support and community support work alongside our day service: a community venue where people can make the most of their abilities and interests. We also promote awareness and understanding of brain injury by providing information to the public, and offering training to university students, professionals and businesses. Our vision is to build a community where people with brain injury are valued, respected and able to fulfil their potential.



About the Role

Do you have a creative flair and a passion for collaboration? We're looking for someone to help shape and deliver a public engagement and events programme that showcases Headway East London's occupational projects in art, food and music, strengthens partnerships, and raises awareness of brain injury.

The role is to work closely with our members, you will co-produce events, workshops and creative projects that highlight their experiences and talents. Also, nurture and develop relationships with partners and stakeholders, identify new opportunities for collaboration and ensure members are meaningfully involved in all aspects of engagement.

Principal Duties and Responsibilities

Public Engagement Programme Delivery

- Support the delivery of a public engagement programme that raises awareness of brain injury and showcase our creative work in art, food, and music.
- Work closely with the Director of Development and staff teams to identify and develop opportunities for public engagement (e.g. exhibitions, performances, and community events).
- Support with coordinating the end-to-end delivery of events, including workshops, conferences, supper clubs and open studios.
- Work collaboratively across the organisation to ensure events run smoothly and reflect our values and creativity.
- Contribute to promoting public engagement and supporting Communications activities by providing stories, images, and updates for use across social media, newsletters, and press releases.

Member Co-production and Creative Participation

- Work closely with members to support their participation in projects and events, ensuring their voices and experiences contribute to the planning and delivery.
- Support in facilitating steering groups or member planning sessions to shape ideas and gather feedback for improvements.
- Provide practical, hands-on support to members taking part in events, rehearsals, or exhibitions, including setup and on-the-day assistance.
- Support the Director of Development in developing accessible processes for fair and inclusive member participation.

Partnerships and External Relationships

- Support in building and maintaining positive relationships with local organisations, cultural venues, and community partners to broaden our reach and profile.
- Represent Headway East London at events, meetings and community forums, acting as a positive ambassador for the organisation and its members.



Event, Operations and Delivery

- Support all logistical aspects of events, including venue booking, liaising with suppliers, organising materials, and coordinating volunteers.
- Contribute to event promotion and audience engagement, including managing guest lists, ticketing, and attendee communications.
- Ensure accessibility, health and safety, and inclusivity and legal standards across all activities.

Monitoring, Evaluation and Reporting

- Support the collection of feedback, stories, and data from events and projects to evaluate their success and impact.
- Support with monitoring and reporting processes that inform fundraising, communications, and project planning.
- Keep up to date with trends and good practice in public engagement and events, sharing ideas to enhance our work.



Key Relationships – Internal and External

- **Internal:** All staff, Members (service users) and their families, Volunteers
- **External:** Public audiences - supporters and funders Partner organisations, Corporate stakeholders, Contractors

Health & Safety/GDPR

- Comply with safe working practices as outlined in Headway East London policies and take reasonable care of your own health and safety and that of others who may be affected by acts or omissions at work.
- Report any accidents, incidents or near misses as soon as reasonably practicable.
- Comply with GDPR guidance as outlined in Headway East London policy and report any breaches as soon as reasonably practicable.



General

- Be aware of and adhere to Headway East London policies at all times.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other departments to achieve good outcomes for our members.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the organisation.

Other

- Apply the Headway East London values and behaviours to every aspect of the role at all times.
- Protect and enhance the interests and reputation of Headway East London internally and externally.
- Commit to the organisational principles of
 - coproduction
 - equity, diversity and inclusion
 - sustainability



Person Specification

Criteria	Essential	Desirable
Experience	• Experience in supporting the planning and delivery of events or community activities. • Experience working directly with volunteers in a supportive role. • Experience collaborating as part of a team to deliver successful outcomes	• Experience in a charitable or not-for-profit environment. • Working directly with people with brain injuries. • Experience supporting projects in arts, creative industries, or food-related initiatives.
Knowledge	• Knowledge of health and safety, accessibility, and safeguarding considerations in events and public activities. • Understanding of monitoring and evaluation processes for community projects. • Understanding of the need for inclusive practices.	• Knowledge of community arts, occupational projects, or creative engagement methods. • Awareness of issues affecting people with brain injuries. • Awareness of fundraising, marketing, and promotional approaches in the third sector.

Criteria	Essential	Desirable
Skills	• Strong interpersonal and communication skills, with the ability to engage effectively with people at all levels. • Good organisational and planning skills, with the ability to support multiple projects or events simultaneously. • Ability to take direction from management and offer constructive ideas. • Practical problem-solving skills and flexibility in a dynamic working environment. • Proficiency in IT tools, including email, word processing, spreadsheets, and online communication tools.	• Experience in social media, event promotion, or basic content creation. • Experience with project administration or logistical coordination.
Personal attributes	• Commitment to the values, behaviours and principles of the organisation. • Ability to work in ways which promote equity, diversity and inclusion. • Commitment to continuous personal development. • Adaptable and able to work with enthusiasm and humour.	

Criteria	Essential	Desirable
Additional requirements	• Working in all our sites including travel to event and partner venues. • Evening hours to be expected (time of in lieu will be given). • Occasional work at weekends (time of in lieu will be given). • This post is subject to an enhanced DBS check.	



To apply

The deadline to apply is **9:00 am, 30 December 2025**

Interviews will be held on week commencing **15 and 16 January 2026**

Please send your **Application Form** and voluntary **Equal Opportunities Monitoring Form** to recruitment@headwayeastlondon.org

For further information about the role and Headway East London, please contact Director of Development, **Natalie Clapshaw**, on:

Natalie.Clapshaw@headwayeastlondon.org or call on **020 7749 7790**.

No agencies please.

If you have not heard from us by **12 January 2026** please assume that your application has not been successful.

Headway East London is an Equal Opportunities Employer and we are committed to ensuring that all staff are motivated, skilled and rewarded by their work. We welcome applicants regardless of race, religion or belief, colour, national origin, sex, sexual orientation, disability, age and other protected status as required by law. We promote and protect human rights; they are the foundation of what we do. We want to be an inclusive place where a diverse mix of talented people want to come and contribute their unique strengths and perspectives. We are focused on equality and believe that all the fascinating characteristics that make us different, make us more able to deliver our life-changing work with passion and creativity.

