Creative Health & Wellbeing Programme Manager, ENO Engage
Candidate Pack



EN

Your journey starts here...

About us







English National Opera exists for everyone, creating new experiences with opera that inspires, nurtures creativity and makes a difference. Our vision is for lives changed through opera.

We take a fresh inspiring approach to opera to reflect the diversity of our culture.

We believe that opera is a living art form able to connect to people from all parts of our society. We collaborate with a range of artists and art forms as part of our commitment to the future of the art form. We sing in English, as we believe it enhances the emotional connection between performers and audiences.

We encourage creativity throughout the company and our commitment to the future of opera provides a platform to develop outstanding careers.

We are a world-class national company recognised internationally for the standard of our work. We nurture talent across the entire company including a platform for young singers to start and then develop global careers.

We connect to audiences through inspiring, accessible, world-class opera and stimulating, creative participation programmes.

We create our productions for the widest possible audiences and aim to introduce completely new audiences to the magic of opera whether at the London Coliseum, outside of our theatrical home or internationally.

We make our productions accessible by offering a large proportion of tickets at affordable prices, and through our attendance schemes.

We work with a wide range of visiting companies to generate essential revenue and welcome new audiences to share the experience of our theatre.

English National Opera is founded on the belief that opera of the highest quality should be accessible to anyone.

Creative Health & Wellbeing Programme Manager

Summary

ENO Engage is English National Opera's programme of creative engagement, working with communities, artists, schools, healthcare partners and cultural organisations across London, Greater Manchester and nationally.

Creative Health & Wellbeing is a developing strand of ENO Engage, exploring how opera and creativity can support health and wellbeing. At its heart is ENO Breathe, ENO's flagship creative health programme, developed in partnership with healthcare professionals.

Established in 2020 to support people experiencing breathlessness following Long COVID, ENO Breathe combines musical expertise with breathing techniques through guided online group sessions and digital resources. Following a randomised controlled trial (RCT) for Long COVID, the programme continues to support people across the country, reaching over 5,000 individuals to date. ENO Breathe has now extended its reach to people with respiratory conditions such as asthma and COPD, with plans for a new research trial to evidence its efficacy in 2027.



The role

Reporting to the Head of Creative Health & Wellbeing, the Programme Manager will oversee the day-to-day delivery and development of ENO Breathe, ensuring a high-quality, safe and effective participant experience. They will manage the programme team and specialist contributors, manage healthcare partnerships and support the programme's research, evaluation and digital development.

Alongside this, ENO Engage is exploring opportunities to widen access to ENO Breathe through the development of a digital, self-led programme, with the potential to reach people experiencing breathlessness or anxiety associated with a broader range of conditions.

Building on this work, ENO Engage is also beginning to explore opportunities for creative health beyond ENO Breathe, including new partnerships and place-based approaches, particularly in Greater Manchester, as we continue to grow our work across the city region. This is an early stage of development, focused on understanding local needs and existing provision, building relationships across the health, cultural, academic, community and statutory sectors, and identifying where ENO's artistic expertise could make a distinctive contribution.

Creative Health & Wellbeing Programme Manager

The role

ENO Engage

ENO Engage, takes opera out into the community, working with health trusts, schools, community organisations and partners across the country. Each year, around 100,000 people experience our Engage programmes, in person or online. For more information on ENO Engage: www.eno.org/engage/

Contract
12-month fixed term contract

Hours
35 hours per week. Some evening and weekend work will be required. Time off in lieu will be given.

Reports to
Head of Creative Health & Wellbeing

Salary
£35,000-£40,000 per annum

Location
Greater Manchester, with an expectation of in-person work 2 to 3 days per week. The remaining days can be worked from home or the office in central Manchester. Regular travel to ENO sites and partner locations, including London as required.





Creative Health & Wellbeing Programme Manager

The role

Key Responsibilities

1. ENO Breathe: Programme Management and Delivery

Programme planning and delivery

- Manage the day-to-day delivery of ENO Breathe, ensuring the programme is effectively planned, resourced and delivered to agreed objectives, budgets, timelines and quality standards.
- Maintain effective programme systems and processes, identifying opportunities to improve efficiency, accessibility and participant experience.
- Ensure programme delivery is inclusive and accessible, taking account of the diverse needs and experiences of participants and partners.

Multidisciplinary Team Management and Delivery

- Coordinate the contributions of a multidisciplinary team, including the Creative Director, Lead Medical Director, Creative Health Research Fellow, clinical researchers, health economists and other specialist contributors.
- Work closely with clinical, research and creative specialists to progress programme development, referral pathways, evaluation, research activity, communications, and digital resources.
- Line-manage a Programme Coordinator and oversee the wider freelance delivery team, ensuring accountability, clear responsibilities, effective communication and consistent delivery standards.
- Lead programme team and steering committee meetings, supporting decision-making, shared learning and follow-up of agreed actions.

Creative Health & Wellbeing Programme Manager

The role

Key Responsibilities

Healthcare Partnerships and Referrals

- Build and manage relationships with NHS and healthcare partners, developing effective referral pathways and supporting clinicians to refer suitable participants.
- Oversee referral processes and documentation, monitor referral activity and work with partners to address barriers to participation.
- Ensure referrals meet agreed eligibility criteria and escalate concerns about participant suitability to the Lead Medical Advisor or relevant healthcare professional.
- Lead regular partner meetings and deliver stakeholder engagement events

Monitoring & Evaluation

- Oversee routine monitoring, evaluation and reporting, ensuring data, participant feedback and programme learning inform improvements and demonstrate impact.
- Ensure reporting requirements and deadlines for funders, healthcare partners and internal stakeholders are met.

Communications, Finance & General Administration

- Work with ENO Communications, Marketing and Press teams and relevant specialists to coordinate programme communications, publicity and external engagement.
- Oversee programme webpages, digital resources and online platforms, working with ENO colleagues and external providers to ensure they remain accurate, accessible and fit for purpose.
- Manage the day-to-day programme budget, monitor expenditure and forecast costs.
- Oversee contracts, agreements and payments for freelance staff, suppliers and delivery partners, working with the Programme Coordinator and Finance department.

Creative Health & Wellbeing Programme Manager

The role

Key Responsibilities

2. ENO Breathe: Programme Development

Research

- Support research activity, including the proposed RCT and health economy research for airway diseases, coordinating operational requirements with clinical and research partners.
- Use participant feedback and programme data to identify opportunities for improvement and make recommendations to the Head of Creative Health & Wellbeing.

Digital Self-Led Programme

- Support development of ENO Breathe's digital self-led programme, coordinating input from developers, the Digital Project Manager, the Creative Director and ENO colleagues.
- Coordinate participant testing, feedback and planning for implementation and long-term sustainability.

Creative Activities

- Develop opportunities for past participants to continue engaging with singing and creativity through in-person sessions, workshops and other activities, working with the Creative Director, session leaders and ENO colleagues.

Creative Health & Wellbeing Programme Manager

The role

Key Responsibilities

3. Greater Manchester Creative Health Development

- Support the Head of Creative Health & Wellbeing in scoping opportunities for ENO's creative health work in Greater Manchester, including mapping local needs, existing provision and potential partners.
- Support the development and delivery of place-based projects and coordinate agreed activities as opportunities emerge, capturing learning to inform future development.
- Attend relevant partnership meetings and networks, and represent ENO as agreed with the Head of Creative Health & Wellbeing.

4. Organisational and wider Team Contribution

- Work collaboratively across ENO Engage and the wider organisation, contributing to shared team objectives, planning and knowledge-sharing.
- Undertake other reasonable duties within ENO Engage consistent with the level and purpose of the role.

Person Specification

Essential Experience and Knowledge

- Experience managing and delivering complex programmes or projects, from planning through to delivery, evaluation and development.
- Experience in creative health, arts and health, healthcare, public health or community engagement.
- Experience coordinating multidisciplinary teams and working with senior specialists, consultants, freelancers and external partners across different professional fields.
- Experience managing budgets, resources, contracts.
- Experience developing and maintaining effective external partnerships.
- Experience using monitoring, evaluation, reporting and feedback to improve programmes.
- Experience of line management.

Creative Health & Wellbeing Programme Manager

The role

Person Specification

Essential Skills and Abilities

- Strong organisational, project management and problem-solving skills, with the ability to manage competing priorities and deadlines.
- Ability to coordinate and mobilise contributions from specialists, build consensus and ensure agreed actions are delivered, including when contributors are not directly line managed.
- Ability to balance operational delivery with programme development and continuous improvement.
- A collaborative, proactive and adaptable approach, with strong attention to detail.
- Commitment to inclusive, accessible and participant-centred practice, with an understanding of safeguarding.

Desirable Experience and Knowledge

- Experience working with NHS organisations, academic institutions, research partners or Integrated Care Systems.
- Experience supporting research studies, service evaluation or digital programme development
- Experience contributing to funding applications, funder reporting or partnership proposals.

Encore Extras

At the ENO, our people play a vital role in helping us create extraordinary encounters with opera and beyond, so it's just as important that we reward people beyond their salary to recognise their contributions.

Your Wellbeing



- **Annual Leave**: 25 days plus Public Holidays
- **Hybrid and flexible working**
- Eye care vouchers
- Enhanced Company Sick Pay
- Enhanced Family Friendly Leave (including Maternity Leave and Paternity Leave)
- Cycle-to-Work Scheme
- **Employee Assistance Programme (EAP)** through Spectrum.Life:
  - Confidential support available 24/7, 365 days a year for employees
  - Virtual GP & digital physio
  - Wellbeing portal including videos, podcasts, and factsheets on topics such as sleep, diet and exercise

Your Professional Development



- Annual Professional Development Review to support your personal and career ambitions and achievements
- Opportunities for Sabbatical leave to invest in your learning, wellbeing and career goals

Seeing Our Performances



- Complimentary tickets for ENO and selected London Coliseum performances
- Staff rate for ENO performances
- Complimentary tickets to talks, recitals and behind-the-scenes events

Managing Money



- Salary Sacrifice pension scheme with Natwest Cushon
- Interest-free travel season ticket loans
- Annual pay review
- Discounts across various categories including: Travel, Wellness and Fitness, Electronics, Accessories, Food & Drink and many more through Pebble

"The variety of what we do is amazing, from drinks receptions and garden parties, to opportunities to see performances from Stage, Prompt or the Flys - every day is different and exciting!"

Please note that some of these extras vary depending on contract type or duration.

Creative Health & Wellbeing Programme Manager

Applications

To Apply

You can apply for this role on our careers site.

We'll ask you for:

- A copy of your CV
- A cover letter

Due to the high number of applications we receive, we are only able to provide individual feedback to candidates who progress to interview stage.

Application Deadline
26 November 2026

1st Interviews (online)
W/C 30 November 2026

2nd Interviews (in-person)
9 or 10 December face to face

We're proud to be a Disability Confident Employer. If you'd like to apply through the Disability Confident Guaranteed Interview Scheme or require any reasonable adjustments for the application process, please email workwithus@eno.org

Applications

Backstage Secrets to Success

Read the job description carefully

The job description is your score and every note counts. This will help you understand whether the role is a good fit and what is required, so you can tailor your application effectively.

Read the application requirements carefully

Before your first act make sure you know your cues and stage directions. Check for any word limits, additional tasks, or submission deadlines.

Tailor your cover letter

Your cover letter is your aria- your chance to shine. Use this to tell us things that we can't see on your CV for example: why you want to work with us, how our values align with yours, and any transferable skills that make you a great fit for the role.

Check your application

Before submitting, review spelling and grammar, ensure attachments are included and correctly named, and double-check that your contact details are accurate and up to date. This is not a rehearsal. We repeat, this is not a rehearsal!

Prepare for your interview

Research the organisation, be ready to discuss experience mentioned on your CV, and think about questions you'd like to ask us. See the interview as a duet where each voice is equally as important.

Use AI tools mindfully

AI is a brilliant tool that's transforming how we work however, please ensure your application is honest and a true reflection of your experience. You can use AI to check grammar and spelling, improve structure and formatting, research the organisation or rehearse mock interviews but remember when the curtain rises, we want to see the real you in the spotlight.

Online interviews

If your interview is online, have a technical rehearsal. Check that the link works beforehand and make sure you have a quiet space, a good internet connection with minimal distractions.

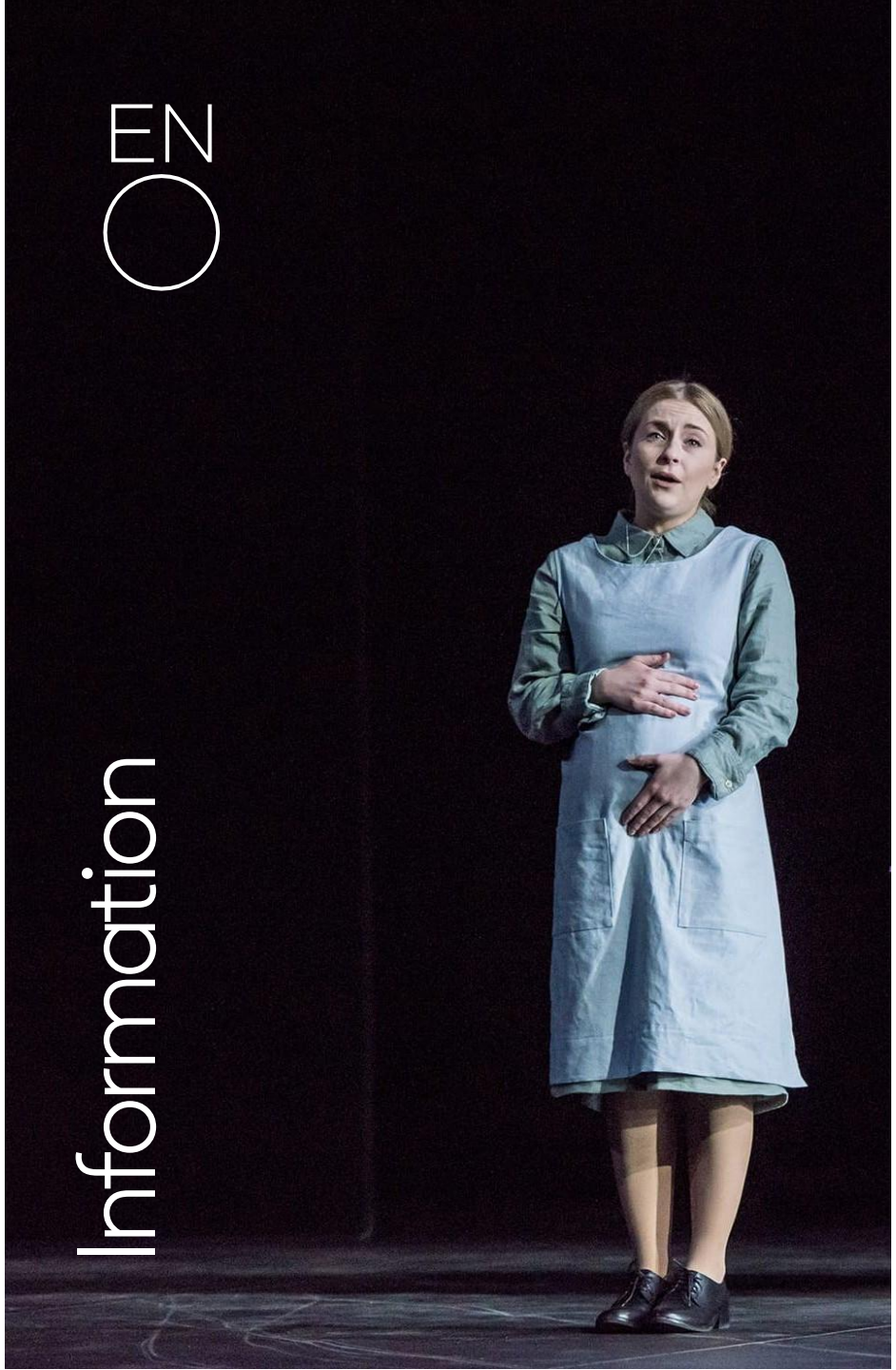
In-person interviews

Confirm who you'll be meeting on the day, check your route in advance, and leave plenty of time in case of travel disruptions. This is your 5-minute call, you have 5 minutes.

Accessibility

We are an inclusive employer and want to ensure that our process is as accessible as possible. If you have any access requirements, please let us know as soon as possible by emailing us on workwithus@eno.org so that we can ensure that the stage is ready for your performance.

Information



Confidentiality

Confidentiality is so important in this role and our policy is strict. All information concerning staff, patrons and other ENO business, the disclosure of which could be detrimental to the company, must be held in the strictest confidence and may not be divulged to any unauthorised person at any time.

Data Protection

Data Protection and adherence to GDPR is equally important. We therefore require that computer information should only be accessed if this has been authorised and is necessary as part of the postholder's work. You will need to be aware of the GDPR 8 key principals, and the Computer Misuse Act1990.

Health and Safety

Health and Safety is so important at ENO and we would expect that the postholder will be happy to undertake personal responsibility for safety as will be outlined in the ENO safety policy and the Health and Safety at Work Act 1974.

Equal Opportunities

Equal Opportunities is a given. We will expect the postholder to abide by ENO's policies on Equal Opportunities and Dignity at Work.

Code of Conduct

Code of Conduct is sometimes assumed, but at ENO we will require the postholder to act in accordance with ENO's Code of Conduct whereby everyone shall be treated in a professional and courteous manner with full regard to the avoidance of discrimination, consistent with current equal opportunities employment legislation.