Learning and Participation 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.

Learning and Participation Programme Manager

SUMMARY

ENO Engage delivers an ambitious programme of creative engagement across Greater Manchester and London, and Nationwide, working with schools, communities, artists, health partners and cultural organisations to create meaningful opportunities for creativity, learning, participation and wellbeing through opera.

As ENO continues to grow its presence in Greater Manchester, we are building on our existing programmes and partnerships to deepen our engagement across the city-region.

Over the next 12 months, our focus will be on strengthening relationships across the arts, education, health and community sectors, developing a greater understanding of local priorities and existing provision, and identifying opportunities where ENO can make a distinctive contribution.





The role

Learning and Participation Programme Manager

The role

Purpose of post

This role will provide essential experience in producing and delivering high quality opera experiences, as well as working with the Head of Learning and Participation in the development, delivery and continuous improvement of programmes that inspire creativity, develop skills and increase access to opera for people of all ages and backgrounds.

They will be responsible for the creative development, management and strategic growth of ENO Engage's participation programming in Greater Manchester, with a focus the development and pilot delivery of new and early stages programming, ensuring activity is strategically aligned and positioned for future growth and impact.

Working collaboratively across the organisation, the post-holder will lead the planning and delivery of Greater Manchester based participation projects and activity while developing strong relationships with community, cultural, education and local authority partners, freelance artists and other stakeholders to ensure ENO's developing work in Greater Manchester is responsive, inclusive and impactful.

The role is responsible for developing and maintaining relationships with relevant stakeholders in Greater Manchester, ensuring ENO's participation projects are responsive to local priorities and strengthens connections between communities, young people, and ENO's artistic programme.

The post-holder needs to have a strong understanding of arts and music engagement, with experience working in, or an understanding of classical music and opera.

Over the next year, this role will be leading on developing projects including ENO's Greater Manchester Youth Opera Company, a programme of work around ENO's upcoming production of Einstein on the Beach in partnership with Factory International, being performed at Aviva Studios in Summer 2027, supporting the development of ENO's work with Factory Academy, as well as developing future plans based on insights from the company's work in Greater Manchester to date through programmes such as Tuning into Opera.

Our participation programmes involve working with children and young people, and vulnerable adults across various charities and community organisations, therefore a keen interest in supporting and effectively communicating with these groups is essential.

Learning and Participation Programme Manager

The role

ENO Engage

ENO's award-winning learning and participation programme, 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
28 hours per week, either worked across 4 or 5 days. Availability to work weekends and evenings required. Time off in lieu will be given.



Reports to
Head of Learning and Participation

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. There will be regular travel to London and other locations.

Learning and Participation Programme Manager

The role

Key Responsibilities

Programme Management

- Leads ENO Engage's developing participation work across Greater Manchester, developing strategic relationships and identifying opportunities for collaboration, innovation and impact alongside the Head of Learning and Participation.
- Develops relationships with community, education, local authority and cultural partners, ensuring programmes align with ENO Engage's strategic objectives and community needs
- Works with the Head of Learning and Participation, and Director of ENO Engage to develop, monitor and evaluate programme objectives, KPIs and key success measures for the portfolio.
- 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, partners and internal stakeholders are met.

Project Development and Delivery

- Designs and delivers engagement projects that address external context and participant need, within the strategic context of the ENO's vision, mission and values, balancing forward planned activity with the need for responsive and relevant work.
- Embeds participant perspectives in programme development and delivery, drawing on insights from projects like Tuning Into Opera, and other participant feedback mechanisms.
- Develops project briefs and leads the planning and delivery of projects from conception to evaluation, including timelines, staffing, participant recruitment, resource allocation, documentation and stakeholder engagement.
- Collaborates with ENO Technical, Artistic, Production, Marketing and Communications departments to ensure effective planning of support for ENO Engage projects, and understanding timelines across the company
- Manages creative teams; including performers, facilitators, educators and internal ENO staff working on projects, ensuring appropriate timelines are put in place for all stages of the project, giving feedback on plans and delivery to ensure that all work supports learning and creativity.
- Leads production-specific engagement activity as required for activity and productions based in Greater Manchester.
- Works collaboratively across ENO to improve access and participation for disabled audiences and underrepresented participants and communities.

Learning and Participation Programme Manager

The role

Key Responsibilities

Finance, Contracting and Governance

- Manages project budgets as required, monitoring expenditure, ensuring strict financial forecasting and control.
- Negotiates fees, contracts artists and project personnel, and develops partnership agreements where required.
- Ensures that all projects operate in line with ENO safeguarding, health & safety and GDPR policies.

Marketing, Development & Communications

- Working with Communications, Marketing, and Development departments to ensure the effective promotion and communication of project activity, and participant impact to partners, funders and wider audiences and stakeholders.
- Contributing to website content, internal comms, and reporting.
- Developing mailing lists and organising mailings as required, contributing to the maintenance of the department's database of contacts.
- Representing ENO Engage at meetings, events, conferences and sector networks as appropriate.

Team & Department Contribution

The post-holder plays an active role in other aspects of the department's work and undertake other duties as required, including:

- Contributing to the strategic development of the department.
- Contributing to the general administration and management of the department in all aspects of its work, including other projects and in the efficient running of the office.
- Supporting management of Programme Coordinators as needed
- Maintaining awareness of current issues in arts education, community engagement, arts participation and creative health and representing ENO Engage at relevant conferences and networking meetings as required.

Learning and Participation Programme Manager

Person Specification

Essential

- Experience of working within an arts engagement team.
- Experience of developing, delivering, monitoring and evaluating engagement, participatory arts, health and wellbeing or learning programmes.
- Relevant experience of working in arts organisations and classical music, with an understanding of how they plan, function and deliver high-quality experiences for audiences.
- Strong organisational, project management and problem-solving skills, with the ability to manage competing priorities and deadlines.
- A collaborative, proactive and adaptable approach, with strong attention to detail.
- Knowledge and understanding of the arts/music landscape in Greater Manchester, with strong existing relationships and networks across the sector, and the ability to engage effectively with a wide range of stakeholders. Experience managing relationships with artists, facilitators, creative practitioners, partners and other external stakeholders.
- Experience of working with vulnerable, underrepresented and diverse communities, with a commitment to equity, diversity, inclusion and accessibility in arts and cultural practice.
- Experience contributing to funding applications and funder reporting.
- Experience managing project budgets and resources effectively.
- Excellent written and verbal communication skills.
- Knowledge of safeguarding practice and commitment to creating safe, inclusive environments.
- Ability to work independently and collaboratively within a small team.
- Willingness and ability to travel regularly between London and Greater Manchester.

Desirable

- Experience of line management, supervision or supporting the development of staff, artists or freelancers.
- Passion for, and interest in classical music and opera as an art form.

The role

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.

Engage Programme Manager

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

Applications

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.



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ENO's **The Handmaid's Tale** 2022. Photography by Catherine Ashmore.