



Job Description: Programmes Coordinator (Freelance)

Job title: Programmes Coordinator at Made in Hackney
Hours: 3 days a week / 24 hours, potential to split over 3-5 days
Contract: Freelance fixed term contract 4 months, with possibility of extension
Location: Hybrid, minimum 2 days at the office/ cookery school for venue based tasks: Liberty Hall, Clapton Commons, London E5 9AA
Salary: £23 per hour / day-rate £184 / FTE
Reports to: Head of Operations & Programmes
Ideal start: July 2026 or soon thereafter

Summary

Made in Hackney started life in 2012 as a plant-based community cookery school working across London with the mission of tackling the climate crisis, health inequalities and bringing communities together using the power of plants. The impact of our work is varied, far-reaching and very real; changing hundreds of thousands of people's lives for the better. We provide diverse culinary education, inspiration and support networks needed to ensure no one is left behind in the transition to a plant-centred, planet-friendly diet.

Our work has been recognised with prestigious accolades including the BBC Food and Farming Award, Caroline Walker Trust Award, and Urban Food Award. We work with leading brands and cultural icons such as Mr Organic. We have showcased our work through engaging exhibition stands at major events like Vegan Life Live, the Great Exhibition Road Festival, and Billie Eilish's Changemaker Partnerships collaboration. The organisation has attracted support from public figures and ambassadors including chef and broadcaster Andi Oliver, Academy Award-winning actress Olivia Colman, celebrity chef Jamie Oliver, youth activist Jay Brave, and Dr Nitu Bajekal, a lifestyle medicine physician.

Role Description

We are seeking a highly organised and motivated individual to join us as our Programmes Coordinator. This role will suit an experienced office coordinator who is able to multi-task, coordinate events, juggle multiple stakeholders and complete systems administrative functions. This role will contribute to an ambitious, busy and exciting Operations & Programmes Team. The experience of working for Made in Hackney is varied, unique and rewarding. There is plenty of room for the successful candidate to be creative and bring new ideas to life.

Key responsibilities include:

Programmes Coordination

- Proactively support the development, improvement and implementation of effective administrative systems to support the smooth running of class, programme and event delivery at Made in Hackney
- Proactively support the coordination and delivery of the Made in Hackney class and event programme; on-site, offsite and online
- Responsible for updating MIH website with all relevant class content
- Effectively manage class attendees, ensuring funding requirements are met
- Responsible for ensuring all pre and post-event information is sent to all relevant parties on time, including participants and class teachers
- Responsible for coordinating any deliveries of food or equipment with teachers

Data and reporting

- Responsible for ensuring all class, programme and event information and data is accurately recorded and updated in Salesforce CRM, including inputting accurate class attendance records for impact reporting
- Responsible for inputting and managing contacts and their engagement activities in Salesforce, including registering contacts for the newsletter
- Responsible for accurately recording in-kind donations on Salesforce for the cookery school programmes and events
- Review end of class survey data and feedback to team in weekly meetings and share with wider team for funding reports and wider impact reporting

General Administration

- Monitoring general email account and responding to enquiries by email or phone
- Providing excellent in-person customer service to all visitors to Liberty Hall
- Providing administrative support to the MIH team
- Coordinating with the Venue Manager to ensure Liberty Hall is fully equipped and presentable for class/event use

Person Specification

- Administration, coordination and event management experience
- Excellent and proven administrative ability and capacity to follow, develop and improve processes to a high standard
- Ability to work with CRMs and other data systems (eg Salesforce)
- Excellent organisational skills and the ability to manage a variety of complex tasks simultaneously
- Methodical and excellent at prioritising and balancing workload
- Strong communication and interpersonal skills and the ability to deal with, and have empathy for, a diverse range of people including vulnerable groups
- Ability to work independently using own initiative as well as able to collaborate with colleagues working together as a team
- Excellent attention to detail
- Solutions focussed, with the ability to take initiative, problem solve, and think creatively
- Enthusiasm, energy and a positive attitude

Benefits

- Training provided in Salesforce, Safeguarding Adults and Children, Emergency First Aid, Food Safety etc
- Staff well-being and social activities throughout the year

Equality of Opportunity

Made In Hackney is an equal opportunities employer. We welcome and encourage applications from people of all backgrounds and communities, particularly those currently underrepresented in the charity sector.

The experience of working for Made in Hackney is varied, unique and rewarding. There is scope for the successful candidate to be creative and implement new ideas. If this role inspires you but you don't meet every single requirement, we would still love to hear from you.

How To Apply

The deadline for the receipt of applications is: **Monday 27th July 2026**

We encourage you to apply as soon as possible as we will be scheduling interviews on a rolling basis as we receive applications.

To apply, please send a CV outlining your career history and relevant experience for the role and a cover letter outlining what attracted you to apply for the role and what makes you the right candidate.

Please send your application to: Svenja Duppenbecker, Head of Operations & Programmes - Svenja@madeinhackney.org. If you have any questions to ask in advance of sending your application then please email Claire Atchia McMaster, Interim Executive Director - Claire@madeinhackney.org.

