

Programmes and Website Administrator

12-month fixed-term, full-time post providing administrative support to the Poetry School in its various activities.

£26,000 p.a.

This post is suitable for an experienced arts or education administrator, with CRM and website management experience, looking to join the team of an internationally renowned arts organisation.

At present, the team work between home and the co-working space at 1 City Square in Leeds or at Somerset House in central London, where we are members. We would expect this role to work at least 2 days a week from Somerset House or 1 City Square in Leeds. Working hours are 9.30am – 5.30pm, Monday to Friday.

Principal duties

- Provide day-to-day administrative support across the whole Poetry School Programme, including: managing course infrastructure; processing student bookings and payments; answering queries via email and managing the administration inbox; maintaining student records; administering Zoom and classroom timetables; liaising with tutors; and producing contracts.
- Processing course enrolments and supporting students and tutors in accessing their courses, both online (via our in-house VLE and Zoom) and in-person.
- Sending reminders to all students prior to the commencement of their courses.
- Liaising with and booking teaching spaces and administratively supporting the delivery of in-person teaching.
- Creating, configuring, and managing online course pages, blog posts, and digital products on our website throughout each termly cycle.
- Advising on one-to-one tutoring options and administering the process by liaising with students and tutors, taking payments, and maintaining records.
- Maintaining waiting lists and registers for all courses, managing applications for advanced courses, and administering termly class calendars.
- Checking eligibility for concessionary rates and administering bursary applications.
- Producing and sending termly feedback surveys and collating the responses.
- Attending and assisting at Poetry School readings and events.
- Providing information, advice and guidance on Poetry School offerings to the public, both remotely and in person at events.
- Work on the development of a new Poetry School website, liaising with the team and developers.
- Additional support to the organisation as required – including marketing, digital programming, the MA in Writing Poetry, and outreach.

Person specification

Essential

- Excellent written and verbal skills.
- Excellent IT skills, including fluency with MS Office and Google Workspace applications, especially Excel, Word, Forms, SharePoint and Outlook.
- Experience in Wordpress and Buddypress CMS and CRM Systems.
- Working knowledge of Zoom, Microsoft Teams and other online meeting platforms.
- Understanding of website accessibility and usability, alongside experience in website maintenance.
- Exceptional project and time management skills.
- Good interpersonal skills and experience of public facing roles.
- Experience working in an administrative role.

Desirable

- A knowledge of, and interest in, contemporary poetry.
- Knowledge and understanding of current marketing and sales technologies and social media platforms.
- Experience working for a similar organisation that runs courses and/or workshops.
- Copyediting and proofing experience.

If you wish to apply, please send a cover letter and CV to the School at administration@poetryschool.com by **11.59pm on Monday 12 January 2026**. Interviews will be held online in the week beginning 19 January. Poetry School is an equal opportunities employer.