Recruitment Pack

Creative Arts Support Worker

College Square North (CSN)

37.5 hours per week | Belfast | £26,500 gross per annum

1-year post with excellent potential for extension

A message from our CEO



Thank you for your interest in the Creative Arts Support Worker role at YouthAction NI.

If you are someone who enjoys being organised, creative, inspiring and working in a creative team, this could be an exciting opportunity to bring your skills to a role with a real purpose.

As Creative Arts Support Worker, you will support the wider arts team to deliver quality experiences to young people involved in the Rainbow Factory programme. You will be responsible for the smooth coordination of Front of House during productions and events and play a key role in ensuring that effective administration procedures are in place behind the scenes. As an integral member of the Youth Arts Team, you will also assist in training and inspiring young people atending Rainbow Factory classes. The position will require flexibility to work 'unsocial' hours (evenings and weekends).

At YouthAction NI, the work we do is ultimately about improving opportunities and life chances for young people. We work with young people as partners to tackle inequalities, develop skills and confidence, inspire activism and contribute to inclusive communities across Northern Ireland.

We are looking for someone who can bring their existing skills and experience to the role, while being part of a team that values collaboration, learning, flexibility and continuous improvement.

Whether you have worked in the voluntary and community sector before or are bringing your experience from another environment, we would encourage you to read more about the role and consider whether it could be the right opportunity for you.

We look forward to hearing from you.

Martin Mc Mullan

Martin McMullan
Chief Executive, YouthAction NI

About YouthAction NI

YouthAction NI is an outward and forward-looking learning organisation with a conscious and evolving leadership culture. We work to meet the changing needs of young people through Youth Work and Youth Arts.

We are a membership-based youth work and arts charity that actively works with young people as partners to tackle inequalities in their lives. We create opportunities that support young people to develop their confidence, creativity, skills, wellbeing and leadership.

Our vision is:

Young people leading change for a fair and inclusive world.

Our work is delivered through four key areas:

- Wellbeing – building young people's health and wellbeing.
- Creativity – maximising young people's creative expression.
- Skills – improving young people's life and work skills.
- Leadership – inspiring young people to demonstrate leadership.

What matters to us

- Youth-led and community-driven – We believe young people are powerful agents of social change. We work alongside young people, recognising their ideas, experiences and potential.

- Creating opportunities for young people to thrive – Our programmes provide safe spaces and opportunities to build confidence, resilience, skills and positive relationships.

- Working towards a fair and inclusive society – Our work focuses on tackling inequalities, improving life chances and supporting positive change across Northern Ireland.

Our mission is to:

- improve young people's life chances;
- inspire young people as activists;
- grow inclusive and outward-looking communities; and
- build a peaceful and shared society.

YouthAction NI has regional bases across Northern Ireland, including Belfast, Armagh, Derry/Londonderry, Enniskillen, Kilkeel and Newry.

The Role & Benefits

The role at a glance

Job title:	Creative Arts Support Worker
Responsible to:	Senior Leader for Creative Expression (Artistic Director)
Hours:	37.5 hours per week
Salary:	£26,500
Location:	YouthAction NI, 14 College Square North, Belfast
Contract:	1-year post with excellent potential for extension
Working with:	Arts Team and linking to Youth Work, Admin and Finance Teams.

What is the role about?

This is a role for someone who enjoys working creatively and collaboratively in a theatre environment, where young people are at the heart of the work. It is for someone who possesses good organisational and communication skills with a passion for the arts. It is about being organised, with attention to detail, inspiring young people and providing quality experiences to young people and audiences alike.

What you'll be doing

Front of House Management

- Lead Front of House operations for performances and events, ensuring a welcoming and professional audience experience.
- Recruit, support and coordinate Front of House volunteers and young team members.
- Facilitate Front of House training and leadership opportunities for young people.
- Manage Front of House during performances, including audience management, accessibility and customer service.
- Lead Front of House festivals & performances
- Coordinate box office activity, ticket sales, reservations and audience communications.

Rainbow Factory Classes & Events

- Teach and facilitate performing arts classes, workshops and creative activities as required.
- Support the planning and delivery of Rainbow Factory productions, events, festivals and creative projects.
- Assist with the delivery of Junior Musicals, Summer Musicals, Christmas Pantomime and Suitcase Theatre productions.
- Support the recruitment, engagement and retention of Rainbow Factory members.
- Support the planning and delivery of Masterclasses, RF Fringe Festival and other special events.
- Assist with fundraising activities and events alongside the wider team.
- Assist with venue operations, including preparation of spaces and opening/closing procedures.
- Ensure compliance with safeguarding, health and safety, equality and data protection procedures.

Outreach

- Support inclusion and outreach initiatives, increasing engagement with disabled, neurodiverse, and racialised children and young people.
- Develop partnerships with community organisations, schools, and support services to widen access to creative opportunities.
- Deliver accessible workshops, projects, and performances that remove barriers to participation.
- Champion equality, diversity, and inclusion across all aspects of programme delivery and audience engagement.
- Monitor and report on the impact of inclusion and outreach activities to support funding, evaluation, and future development.

PR

- Lead audience development initiatives and identify opportunities to attract new audiences and participants.
- Assist with marketing, social media, promotional activity and audience engagement.

Administration

- Maintain participant records, membership information, databases and monitoring systems.
- Support administration, reporting, evaluations and scorecard updates.
- Monitor shared email accounts and respond to enquiries when required.
- Follow YouthAction NI's administrative systems and procedures at all times.

General

- Reflect the ethos, policies and practice of YouthAction Northern Ireland and demonstrate integrity, maturity and good judgement at all times.
- Fully comply with YouthAction NI's "Protecting children, young people and young adults" policy and procedures, including good practice guidelines.
- Become familiar with and adhere fully with all YouthAction NI's policies, procedures and good practice guidelines at all times.

The above is given as a broad range of duties and not intended as a complete description of all tasks

Who we're looking for?

We are looking for someone with enthusiasm to play a key role as part of the arts team and advance the capacities of our youth arts work. The Creative Arts Support Worker will be approachable and adaptable, with a positive attitude and willingness to work hard to achieve goals. We also want someone who has an affinity with the vision and mission of YouthAction NI.

Essential Criteria

- A third level qualification or equivalent in a related area to the post OR possess a minimum of 3 years of paid professional experience in the Performing Arts or related industry.
- Previous professional experience as a tutor/facilitator of young people.
- Proven ability to organise workload effectively and manage multiple ongoing projects.
- Strong administration skills and the ability to meet administration deadlines and requirements.
- Previous experience in using social media and website platforms for professional purposes.
- A sound working knowledge of IT skills, including MS Office Packages.
- The ability to be an effective, friendly and efficient team member.
- Excellent organisational and time management skills.
- The ability to work on own initiative to meet the Youth Arts Team's objectives.
- Can demonstrate a strong interest in the charity/youthwork sector.

Desirable Criteria:

- Previous professional experience in front of house & box office.
- Previous experience in performing arts outreach work
- Previous experience in technical theatre/backstage skills.
- Knowledge of Health and Safety regulations.

What we offer

At YouthAction NI, we offer a range of benefits to support our staff.

- Inclusive and friendly working environment
- Attractive annual leave with length of service rewards
- Allocated wellbeing days at Christmas
- Occupational family-friendly policies
- Occupational sick pay
- Time Off In Lieu (TOIL)
- Personal development and in-service training opportunities
- Investors in People Award (Gold)

Working at YouthAction NI

- As part of the wider YouthAction NI team, all staff are expected to contribute to the organisation's work and support its wider activities.
- All staff should contribute to and participate in fundraising events.
- All staff must attend in-service training when required.

New to the voluntary and community sector?

You may already have experience working in the voluntary and community sector, or you may be bringing your technical theatre skills from another environment.

Experience of working in the voluntary sector is desirable for this role, but what matters is that you can demonstrate the skills and experience required for the position and have an affinity with YouthAction NI's vision and mission. If you feel this role could be right for you, we would welcome your application.

Contact: **joanne@youthaction.org** for an application form.
Closing date for receipt of applications: **Tuesday 17th November 2026 (Midday)**