

Creative Kernow

Recruitment Pack

Operations Coordinator

Creative Kernow

Creative Kernow is the cultural and creative sector organisation for Cornwall and the Isles of Scilly, supported by Arts Council England as a National Portfolio Organisation and by Cornwall Council. We work commercially and culturally - supporting creative businesses, artists and freelancers to develop, grow and reach new markets, and delivering programmes that bring creativity to communities and young people across the region. We provide the infrastructure, networks and sector leadership that Cornwall's creative economy needs to thrive.

The role

This is a new post which sits at the heart of the Operations team and supports all parts of the wider Creative Kernow team. The role will coordinate and support the reception at our Creative Hub of Krowji and be key to ensuring the experience for tenants and visitors is of a high professional standard. The role will work to underpin the administrative services required across the organisation supporting external and internal events and with a key focus on our communications and social media. The role sits within Creative Kernow's Operations vertical and reports to the Operations Manager.

The key tasks:

- Provide the day-to-day coordination that keeps Creative Kernow running — ensuring staff across all three verticals are well-supported, well-supplied and able to focus on their work;
- Ensure a smooth, professional and welcoming reception service at Krowji — creating an excellent first impression for all visitors and a reliable point of contact for everyone on site;
- Support Creative Kernow's communications activity across the whole organisation — maintaining digital channels, producing newsletters and contributing to Creative Kernow's public presence across all platforms;
- Ensure Creative Kernow staff have effective, well-supported IT systems and equipment — acting as the first point of contact for IT matters and keeping coordination around equipment and access well-managed;
- Support the organisation of events that take place on and off site;
- Provide reliable day-to-day coordination support to the Estates & Facilities Manager — helping to keep the Krowji site running smoothly through effective communication, coordination and record-keeping.

Role Details

Job Title	Operations Coordinator
Location	Krowji, Redruth, Cornwall TR15 3GE
Salary	£26,228
Hours	Full time
Contract	Permanent
Reports to	Operations Manager
Deadline	13 th May 2026
Interviews	Week commencing 18 th May 2026

What we're looking for

We are particularly interested in your ability and experience, rather than qualifications. You will be someone who:

Essential

- A passion for the creative sector
- Excellent communication skills, able to deal with a range of different audiences, both on the phone, by email and face to face
- Proven administration skills
- Excellent attention to details
- Ability to work collaboratively and as part of a team
- Good time management with an ability to juggle multiple tasks
- IT literate with experience of Microsoft office

Desirable

- Experience of social media platforms and posting
- Experience of Mailchimp platform
- Experience of WordPress and website management
- Experience in a public facing environment

Equity & access

We welcome applications from all members of our communities. We operate under the principles of Equal Opportunity and are committed to equality of access regardless of age, race, colour, ethnic or national origins, gender, marital status, sexual orientation, disability, income, education, religious beliefs or cultural heritage.

We are open to proposals for job share. If you require this information in another format, or need support with your application, please contact hr@creativekernow.org.uk.

How to apply

Please send the following to hr@creativekernow.org.uk with 'Operations Coordinator' in the subject line by 13th May 2026 — midday:

- A personal statement (maximum 2 sides of A4 at 12pt) covering how your skills and experience meet the requirements of the role. You may alternatively submit a voice recording or a video of up to 5 minutes via WeTransfer.
- Your CV (maximum 3 pages)
- Contact details for 2 referees (including email addresses)
- A completed [equal opportunities monitoring form](#)
- A completed [GDPR candidate privacy form](#)

A full job description is available on request.

If you need support submitting in other formats, contact hr@creativekernow.org.uk.

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