



## YOUNG ENTERPRISE JOB DESCRIPTION DIGITAL PROGRAMMES MANAGER

Job Title	Digital Programmes Manager
Department	Young People's Programmes and Services
Pay Grade	5
Reporting to	Senior Programme Innovation Manager
Location	Oxford Office (with occasional flexibility to work remotely as and when agreed)
Working hours	Full time
Main job purpose	<p>The Digital Programmes Manager is responsible for managing the day to day operational support for YE's core digital programmes and platforms including Tenner Challenge, Fiver Challenge, YE Market Place and YE Online.</p> <p>The post holder will work closely with the Senior Programme Innovation Manager to design and evaluate the effectiveness of new digital innovation projects. The post holder will also work alongside the Senior Programme Innovation Manager and Senior Programme and Services Manager to identify new digital solutions to increase the accessibility and impact of YE's programmes.</p> <p>This role provides a real opportunity to help drive YE's programmes forward, and to ensure that young people across the country have access to vital enterprise experiences.</p>

## MAIN RESPONSIBILITIES

Tenner and Fiver Challenge Programmes	<ul style="list-style-type: none"> <li>• Prepare and implement an annual project plan and operating framework for ‘Tenner’ and ‘Fiver’ including budget and key deliverables.</li> <li>• Streamline and manage processes, including converting expressions of interest from schools into full participation.</li> <li>• Manage Tenner and Fiver inboxes and offer efficient and exemplary customer service to programme queries.</li> <li>• Oversee the overall delivery of the one-month competitions.</li> <li>• Work closely with the Senior Programme Innovation Manager to refresh programme content, utilising digital solutions where appropriate.</li> <li>• Work closely with the Data Analysis and Insights Manager to ensure that feedback and impact data is collected from key stakeholders and that this information can be utilised to continuously improve the programme.</li> </ul>
Market Place	<ul style="list-style-type: none"> <li>• Manage and make improvements to the registration and validation process for student companies trading on Market Place (including the implementation of digital solutions where appropriate).</li> <li>• Manage the Market Place inbox and provide high quality support to all Market Place stakeholders.</li> <li>• Manage the relationship with payment provider, Stripe, and support the Senior Programme Innovation Manager to work with Future Sparks (developers) to maintain and continually develop the functionality of the platform.</li> </ul>
Digital Innovation Projects	<ul style="list-style-type: none"> <li>• Prepare and implement project plans for new digital innovation projects, e.g. Digital Company Programme.</li> <li>• Manage the day to day operational requirements of key projects and queries from stakeholders.</li> <li>• Work closely with the Senior Programme Innovation Manager and Senior Programmes and Services Manager to identify, develop and implement new digital programme innovations that support the organisation’s strategic plan.</li> </ul>
Other key tasks	<ul style="list-style-type: none"> <li>• Contribute to the wider aims and objectives of the Programmes Team in supporting the work of Young Enterprise.</li> <li>• Ensure systems/platforms compliance with GDPR</li> </ul>

**The above tasks are not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your role within the charity and overall objectives.**

## SKILLS/ ATTRIBUTES/ KNOWLEDGE/ EXPERIENCE

Essential	<ul style="list-style-type: none"> <li>• Minimum of two years digital management experience/managing web content development, using CMS and databases.</li> <li>• Organised and self-motivated with a proven ability to manage complex projects, competing demands and a varied workload within agreed deadlines.</li> <li>• Knowledge of digital media applications to deliver applied learning programmes and excellent understanding and experience of digital learning programme design.</li> <li>• Analytical, able to work towards enhancing user experience, streamlining processes, and problem solving with limited resources available.</li> <li>• Experience of developing, implementing and managing administrative systems.</li> <li>• Excellent written and verbal communication skills that engage and inform a range of audiences.</li> <li>• Excellent interpersonal skills and a track record of developing strong working relationships with a range of stakeholders, both internal and external.</li> <li>• A proactive and flexible approach with the ability to work independently and act on initiative where appropriate.</li> <li>• Knowledge of current educational and political landscapes.</li> <li>• Commitment to the values and aims of YE.</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>• Experience of working in the voluntary sector.</li> <li>• Experience in design and development of programmes for young people that develop skills, knowledge and attitudes.</li> </ul>