



YOUNG ENTERPRISE JOB DESCRIPTION

PROGRAMME COORDINATOR

Job title	Programme Coordinator
Department	Educator Facing Programme & Services
Pay Grade	4
Reporting to	Programme Manager
Based	London office
Main job purpose	<p>Responsible for the coordination of a range of programmes designed to improve the financial capability of children and young people across England and the UK.</p> <p>This is an important programme coordination role which will play a key part in the Centres of Excellence programme, as well as other educator facing projects and programmes as agreed.</p> <p>The Programme Coordinator will work with Programme Managers to ensure the programmes are planned, delivered and evaluated to time and to budget.</p>

MAIN RESPONSIBILITIES

- Work with Programme Managers to ensure the smooth running of the programmes, through discussion, planning, reporting, setting up of systems, evaluation and communication.
- Set up and maintain systems (including databases and spreadsheets) to record and monitor programme activities.
- Work with the Programme Manager to ensure the efficient and successful delivery of the Centres of Excellence programme and annual conference
- Support the Programme Manager with the recruitment of schools/centres on to the programme (some travel may be required)
- Provide high level customer service, both internally and externally, with a variety of people including teachers, consultants, senior management team.

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

DETAILED RESPONSIBILITIES

Support the delivery of the Centres of Excellence programme:

- Provide strong administrative support on a complex programme, as well as offering additional support to other projects in the department as agreed
- Coordinate the recruitment of schools on to the programme and working with the Programme Manager to develop appropriate communications and systems to track recruitment
- Organise, attend and administer a variety of events and meetings, including the Centres of Excellence annual conference
- Feed into the project plan and regularly monitor activity against it
- Coordinate programme communications, press releases and case studies - communicating regularly with teachers, consultants, partner organisations and other external agencies to provide updates and necessary information
- Maintain budget records, monitor programme expenditure and process invoices

Provide proactive high-level support on various projects and programmes:

- Oversee the design and production of materials; creating and developing regular communications (using MailChimp) shared with the programme network; updating website and intranet content
- Take a proactive role in programme and project delivery; working with Programme Managers to review and update systems and processes; identifying areas for development; taking initiative and problem solving when needed

Take an active role in the monitoring and evaluation of projects

- Accurately and independently understand, compile, manipulate and ensure data relating to the programme is report ready (using Survey Monkey and Smart Survey)
- Work with the Programme Manager and Senior Programmes and Services Manager to use evaluation data to inform the development of future projects and programmes

Provide high level customer service both internally and externally with a variety of people including teachers, consultants and senior management team

- Take and log calls from teachers and other stakeholders, passing on to the Advisory Service where appropriate
- Oversee 'info' mailboxes and answer, or signpost where appropriate, all emails in a professional and timely manner
- Have the ability to discuss and give insight into the Centres of Excellence programme, and the organisation, to internal and external stakeholders

PERSON SPECIFICATION

The Programme Coordinator will need to manage a number of competing tasks at one time. This role requires a proactive, highly organised and practical approach to ensure that the programmes are delivered effectively and efficiently. The Coordinator must provide high-quality support and customer service across the organisation, both internally and externally.

The successful candidate will have proven experience in supporting and overseeing the development and delivery of largescale events, as well as being able to manage the expectations of numerous stakeholders with competing priorities.

YOUNG ENTERPRISE CORE VALUES

Young Enterprise has 4 Core Organisational Values as follows:

Unlocking Potential

Recognising and developing the potential of all; in our organisation; in the young people we champion and the stakeholders we work with.

One Team

Working together effectively to achieve our goals

Enterprising and Resilient

Embracing change, innovating, adapting and responding to challenges and opportunities **Creating**

Great Impact

Aiming for the biggest impact on young people and their educators

All YE Staff are expected to model these values at all times.

SKILLS/ATTRIBUTES/KNOWLEDGE/EXPERIENCE

Essential Skills	<ul style="list-style-type: none"> • Experience of providing high level administrative support in a busy office, with the ability to meet deadlines on multiple tasks • Proven experience in supporting and delivering largescale events and a good working knowledge of Eventbrite. • Excellent customer service and communication skills (verbal and written) • A good working knowledge of the Microsoft suite, particularly Outlook, Excel and Word • CRM/database entry, budget monitoring and programme management skills
Desirable Skills	<ul style="list-style-type: none"> • Project funder reporting
Essential Experience	<ul style="list-style-type: none"> • Strong team player and problem solver • Ability to work unsupervised and to prioritise own workload to ensure numerous deadlines are met • Contribute to Programme reporting and evaluation
Desirable Experience	<ul style="list-style-type: none"> • Understanding of: working with schools and the pressures on school/teachers' schedules; education system; national curriculums • Understanding of financial and enterprise education programmes delivered by YE in order to provide triage and signposting from customer enquiries
Disposition	Commitment to the aims and principles of Young Enterprise: in particular, a good understanding of YE's mandate and focus on 'Unlocking Potential. The successful candidate will also need to ensure this continues to underpin all aspects of our work