

JOB DESCRIPTION

Programme Coordinator

Job Title	Programme Coordinator – Centres of Excellence programme
Department	Educator Facing Programme and Services
Pay Grade	4
Contract	Full time, permanent role
Reporting to	Programme Manager
Direct reports	N/A
Location	London

Introduction and role purpose

Young Enterprise is the UK's leading financial and enterprise education charity and aims to have a transformational impact on the lives of children and young people by providing them with opportunities and access to knowledge and skills needed to succeed in the future.

We do this by delivering a range of projects and programmes under our 'No Time Like the Future' strategy and by working alongside our inspirational funders and volunteers.

We are looking for an **experienced, proactive and highly organised** Programme Coordinator to join our ambitious team in order to support the delivery of our **flagship** financial education programme (and other programmes/projects as agreed). This is a key role within our growing team, reporting into the Programme Manager, and will play an instrumental role in the ongoing success of our Programme work.

Role overview

- Work with Programme Manager(s) to ensure the successful and efficient delivery of the Centres of Excellence programme, through planning, delivering on end-to-end processes, monitoring and evaluation and communication.
- Provide high level customer service, both internally and externally, to numerous stakeholders
- Support the Programme Manager to successfully deliver the annual Centres of Excellence Teacher Conference
- Support the Programme Manager with the recruitment of schools on to the programme (some travel may be required)
- Set up and maintain numerous systems and processes (including databases and spreadsheets) to accurately record and monitor programme and educator activities

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.

Main responsibilities

Supporting the management of the Programme:

- Provide strong, high-level administrative support on a complex financial education programme, as well as offering additional support to other projects/programmes in the department as agreed
- Coordinate the recruitment of schools on to the programme, ensuring funder specifications are met, and work alongside the Programme Manager to develop appropriate communications and systems to track recruitment
- Effectively implement and deliver end-to-end processes to ensure the smooth running of the programme
- Support the programme's Quality Assurance processes alongside organising and attending QA meetings
- Support with the organisation and delivery of a variety of events and meetings, including the flagship Centres of Excellence Annual Conference
- Feed into the project plan and regularly monitor activity against it
- Take a proactive role in programme delivery and work with Programme Manager(s) to review, update and develop systems and processes, and problem solve when needed

Communications:

- Providing excellent customer service to all internal and external stakeholders, including teachers, consultants, partner organisations and senior management
- Coordinate and create regular programme communications, such as press releases and case studies
- Collaborating with colleagues to create social media/marketing schedules for team-wide communications
- Oversee the design and production of newsletters (using MailChimp) and other ad hoc materials
- Oversee 'Info' mailboxes and enquiries phoneline, and respond, or signpost where appropriate, to all emails in a professional and timely manner
- Ability to discuss, promote and provide insight into the Centres of Excellence programme, and other programmes and services offered by the organisation, to internal and external stakeholders

Monitoring and Evaluation:

- Monitor and record consultant reporting on a monthly basis
- Accurately record data to ensure the correct figures are reported to fulfil monthly KPI's
- Meticulously and regularly update internal CRM system and database
- Monitor programme budgets and expenditure, as well as processing and recording invoices
- Monitoring and transferring data using Smart Survey
- Work with the Programme Manager to use evaluation data to inform the development of future projects and programmes

General:

- To work flexibly and collaboratively across the organisation in order to achieve organisational and strategic aims and objectives
- Willing to work occasional mornings/evenings to support events and conferences related to the programme, as well as supporting team-wide events
- To employ Young Enterprise's policies and procedures at all times

Person Specification

This role requires an **experienced, proactive and highly organised** Programme Coordinator to ensure that the programme is delivered effectively, efficiently and to time and budget.

The Coordinator must provide **high-quality** support and customer service across the organisation, both internally and externally, and will be able to meet required expectations whilst managing a number of competing priorities.

The successful candidate will be a self-starter who shows initiative and has proven experience in supporting and overseeing the development and delivery of a respected programme and largescale events.

Skills

Essential Skills	<ul style="list-style-type: none"> • Excellent communication skills – written and verbal – towards a variety of stakeholders • Excellent ability to prioritise and meet numerous programme/organisational deadlines and expectations • Excellent planning and organisational skills • Ability to accurately and efficiently contribute to monthly reporting and evaluation practices • Excellent ability to monitor various databases, tracking systems and end-to-end processes • A good working knowledge of the Microsoft suite, particularly Outlook, Excel and Word • Excellent ability to monitor numerous budgets and programme expenditure • Ability to work proactively, flexibly and collaboratively at all times
Desirable Skills	<ul style="list-style-type: none"> • Working knowledge of Eventbrite, Mailchimp and Smart Survey • Setting up and implementing social media and marketing schedules
Essential Experience	<p>The successful candidate must have a proven track record for:</p> <ul style="list-style-type: none"> • Supporting the organisation and delivery of largescale events/conferences • Providing high level administrative support on a complex programme • Building and maintaining good working relationships with numerous stakeholders • Ability to work unsupervised using own initiative and knowing when to ask for support • Collaborating with colleagues to support other programmes/events as necessary
Desirable Experience	<ul style="list-style-type: none"> • Funder reporting • Experience of working alongside educational settings and the pressures on school/teachers' schedules • Knowledge of current educational and political landscapes
Disposition	<ul style="list-style-type: none"> • Self-starter with a passion to work on programmes that support young people to help them succeed • Commitment to the aims and values of Young Enterprise • Emotionally resilient, responsive and creative • An accomplished team player