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| **YOUNG ENTERPRISE JOB DESCRIPTION** **PROGRAMME COORDINATOR**  |
| Job title | Programme Coordinator (FTC to 31st December 2022) |
| Department | Programme and Services  |
| Pay Grade | Grade 4 (up to £24,000 per annum pro rata) |
| Reporting to | Programme Manager |
| Location | Flexible – either London office based or home-based with travel as required |
| Main job purpose | Responsible for the coordination of programmes designed to improve the financial capability of children and young people across England and the UK.This is an important programme coordination role which will play a key part in a recently-launched programme, as well as other projects and programmes as agreed.The Programme Coordinator will work with the Programme Manager and other colleagues to ensure the programmes are planned, delivered and evaluated to time and to budget.  |

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| **MAIN RESPONSIBILITIES**  |
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| **MAIN RESPONSIBILITIES**: * Work with Programme Manager and Coordinator to ensure the smooth running of the programme, through discussion, planning, reporting, setting up of systems and communication.
* Coordinate the development of programme resources and other materials.
* Set up and maintain systems (including databases and spreadsheets) to record and monitor programme activities.
* Provide high level customer service both internally and externally with a variety of people including teachers, consultants, senior management team.
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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.

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| **DETAILED RESPONSIBILITIES** |
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| **DETAILED RESPONSIBILITIES**: **Provide proactive high-level coordination and support of programmes*** To include tasks such as:
* overseeing design and production of digital and physical content and materials
* developing programme communications such as newsletters and marketing materials
* creating and feeding into project plans
* updating websites and digital content
* monitoring and maintaining stock levels as necessary
* Taking a proactive role in programme delivery by:
	+ working with programme managers to review and update systems and processes
	+ identifying areas for development
	+ taking initiative and problem solving when needed
* Reporting on programme activity to funders and other stakeholders including senior managers on a regular basis
* Working with the programme manager to monitor expenditure and maintain budget records
* Compile, manipulate and report on data relating to the programmes

**Plan and coordinate communications and events*** Communicating regularly with programme teams and teachers, schools, consultants, partner organisations and funders
* Organise, attend and administer a variety of events and meetings, including programme specific events and teacher training deliveries
* Prepare presentations and papers for events and meetings

**Provide high level customer service both internally and externally with a variety of people including teachers, consultants and senior management team*** Taking and log calls from teachers and other stakeholders, passing on to the Advisory Service where appropriate
* Provide clear, informative and regular updates and reports as needed to internal and external programme stakeholders
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| **PERSON SPECIFICATION**  |
| The Programme Coordinator will need to manage a number of competing tasks at one time. This role requires a proactive, organised and practical approach to ensure that the programmes are delivered effectively and efficiently, providing high quality support and customer service across the organisation, both internally and externally. The successful candidate will have proven experience in managing the expectations of a number of stakeholders with competing priorities. |
| **SKILLS/ ATTRIBUTES/ KNOWLEDGE/ EXPERIENCE** |
| Essential Skills | * Experience of providing high level administrative support in a busy office, with the ability to meet deadlines on multiple tasks
* Excellent customer service skills
* Excel spreadsheet entry
* Database entry and management skills
* Excellent communication skills (verbal and written)
* Strong team player
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| Desirable Skills  | * Project Funder Reporting
* Budget Monitoring
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| Essential Experience | * Experience of taking problem solving solution focussed approaches to challenges
* Ability to work unsupervised and able to prioritise own work
* Working in a public facing role and responding to queries in real time
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| Desirable Experience  | * Understanding of working with schools and the pressures on school/teachers’ schedules
* Understanding of finance and enterprise education programmes delivered by YE in order to provide triage and signposting from first line customer enquiries
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| Disposition | * Commitment to the aims and principles of YE. In particular, a good understanding of YE’s mandate and focus on ‘unlocking potential’ and an ability to ensure this continues to underpin all aspects of our work
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