



**YOUNG ENTERPRISE JOB DESCRIPTION
PROGRAMME COORDINATOR**

Job title	Programme Coordinator
Department	Programmes and Services
Reporting to	Programme Manager
YE Pay Grade	Grade 4
Salary	Up to £26,500 per annum (pro rata)
Location	Hybrid – working from our Central London or Oxford Office min 2 times a month
Duration	Fixed Term Contract to 31 st December 2025
Working Hours	0.6 FTE – 22.5 hours / 3 days a week
Main job purpose	<p>Responsible for the coordination and admin support of our Money Heroes programme, designed to improve the financial capability of children across England and Wales.</p> <p>This is an important programme coordination role which will play a key part in the successful delivery of the Money Heroes programme, as well as the opportunity to support on other projects and programmes when agreed.</p> <p>The Programme Coordinator will work with the Programme Manager and other colleagues to ensure the Money Heroes programme is planned, delivered and evaluated on time and to budget.</p>

MAIN RESPONSIBILITIES

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- Work with the Programme Manager and Coordinator to ensure the smooth running of the programme, through discussion, planning, reporting, monitoring and communication.
- Responsible for providing consistent and proactive support with key programme dependencies and deliverables.
- Set up and maintain systems (including databases and spreadsheets) to record and monitor programme activities, such as new teacher and parent sign-ups, and teacher training events.
- Provide high level customer service both internally and externally with a variety of people including teachers, consultants, and the senior management team.

DETAILED RESPONSIBILITIES

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Provide proactive high-level coordination and support of the Money Heroes programme

- To include tasks such as:
 - helping to plan and coordinate ad-hoc projects
 - updating the website and digital content
 - overseeing design, production and testing of digital and physical content and materials
 - monitoring and maintaining hard copy stock levels as necessary, coordinating resource orders
 - contribute to the development of programme marketing materials, such as email campaigns, social media promotional content and presentations
- 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
- Compile, and report on data relating to the programme, including programme registrations and monthly data requiring analysis
- Report 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

Plan and coordinate communications and events

- Coordinate the delivery of teacher training events, including liaising between schools and facilitators
- Attend internal and external meetings, building secure and trusting relationships and working cross-collaboratively
- Organise, attend and administer a variety of events and meetings, including programme specific events
- Communicating regularly with programme teams and teachers, schools, consultants, partner organisations and funders

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, and monitor the programme email inbox, passing on queries to the Advisory Service where appropriate
- Respond in a timely manner to programme-specific queries, providing first-line support
- Provide clear, informative and regular updates and reports as needed to internal and external programme stakeholders

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.

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 Money Heroes programme is 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. The Programme Coordinator will be creative, with excellent communication skills and meticulous attention to detail.

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 • Excellent customer service and relationship management skills • Proven proficiency in Microsoft Word, Excel, PowerPoint & Outlook • Database entry and management skills • Confident working remotely and collaborating on digital platforms, such as Microsoft Teams and Zoom • Excellent communication skills (verbal and written) including a highly proficient email communication style • Ability to record, monitor and analyse data • Strong team player • An eye for detail with excellent writing skills, and creative flair
Desirable Skills	<ul style="list-style-type: none"> • Skilled in maintaining and following project plans • Familiar with, and confident using, SharePoint and other online reporting mechanisms • Budget Monitoring • Skilled in using website content management systems • Creating learning content or materials
Essential Experience	<ul style="list-style-type: none"> • Experience of project or programme administration and/or support • Experience of taking problem-solving solution focused approaches to challenges • Experience in collecting, analysing & reporting on basic programme or project data • Experience of events coordination, face-to-face and/or remote or virtual • Ability to work unsupervised and able to prioritise own work • Working in a public-facing role and responding to queries in real-time
Desirable Experience	<ul style="list-style-type: none"> • Experience coordinating and/or producing marketing and programme activity and resources • Understanding of working with schools and families 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 • Experience managing and editing website content
Disposition	<ul style="list-style-type: none"> • Self-starter with a passion to work with young people to help them succeed • Committed to the aims and values of YE • Emotionally resilient, able to work with ambiguity and difficult tasks and reacts positively to change • Entrepreneurial, responsive & creative • An accomplished team player

Young Enterprise Core Values

Young Enterprise has 4 Core Organisational Values

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.