

Job Description: Programme Coordinator

GENERAL	
Post Title	Programme Coordinator
Hours	Full Time
Geographical Area	Based in or around North Tyneside. You will also be working in Stockton-on-Tees.
Salary Band	20,000
Term	Permanent
Purpose	<p>The Programme Coordinator will form part of a hands-on team which will develop and implement recruitment and engagement strategies across the North East. The role will mainly be focussed on the delivery of the government's National Citizen Service programme; a seasonal development programme for 15-17 year olds. The ultimate purpose of the role is to contribute towards the success of the NCS programme through the recruitment and engagement of young people and seasonal staff, as well as developing our NCS Graduate offer.</p> <p>This role is key to enabling Flying Futures to achieve its goals and ambitions, the post holder will need energy, enthusiasm, flexibility and a creative approach to be successful in this role.</p>
Reporting to	NCS Manager
Responsible for	<ul style="list-style-type: none"> • Developing relationships with allocated schools/colleges and booking in recruitment events • Delivering and presenting to a high standard at all recruitment events • Any interest expressed from young people, this includes inputting data onto a CRM system • Maintaining engagement with any sign ups and their parents/guardians through various platforms and events • Booking and delivering events to recruit seasonal staff for the NCS programme • Running the bi-weekly evening graduate programme; Called Changemakers • Any admin work that comes with recruitment, events and engagement
Liaising with	NCS Manager, Programme Coordinators, schools, colleges, event venues, the wider Flying Futures staffing team and any other relevant organisations.
Other	<p>Significant travel will be required with the potential for some overnight stay, therefore a full driving license and access to a car is essential.</p> <p>This role will primarily be weekdays but there will be occasional evening and weekend work required.</p>

CORE DUTIES	
Young person recruitment and engagement	<p>Primary responsibilities:</p> <ul style="list-style-type: none"> ● Develop and maintain strong relationships with school and college staff ● Book and plan recruitment events at schools and colleges ● Confidently and enthusiastically recruit young people onto the NCS programme by delivering presentations in assemblies for Year 11s and 12s, anywhere from 30 pupils to 300 ● Recruit via other events such as stalls and tutor groups ● Input all data onto the CRM system; Salesforce ● Maintain engagement and provide NCS programme information to all young people and their parents/guardians between them signing up and their programme start date. This will be done via regular phone calls, emails, texts and face to face engagement events. ● Help plan the content and deliver engagement events ● Source external recruitment opportunities ● Support the strategic development of plans to ensure those signed up, turn up for the programme ● Administrative duties to support all of the above
Seasonal staff recruitment	<p>Primary responsibilities:</p> <ul style="list-style-type: none"> ● Book and plan staffing recruitment events ● Recruit seasonal staff to work on the NCS programmes via face to face presentations or other events such as stalls ● To support in the interview, assessment and training of seasonal staff ● Maintain engagement with seasonal staff ● Administrative duties to support all of the above
Graduate engagement	<p>Primary responsibilities:</p> <ul style="list-style-type: none"> ● To book, plan and deliver graduate events on a bi-weekly basis ● To maintain engagement with graduates ● To support graduates in their development ● Administrative duties to support all of the above
Monitoring & performance	<p>Produce reports and evaluation at the request of the NCS Manager, including:</p> <ul style="list-style-type: none"> ● Weekly reports on EOI generation/school engagement ● Weekly reports on recruitment pipelines
Capacity building	<p>Build relationships with local schools, partners, funders and key decision makers.</p>
Line management	<p>There are no line management responsibilities within this role</p>
Programme delivery	<ul style="list-style-type: none"> ● The NCS programme runs at various times of the year, you may be asked to work on the programme if required, this involves residentials. ● Flying Futures also delivers a variety of programmes unrelated to NCS, you may be asked to support or work on these programmes to support the wider needs of the business.

SKILLS

We are looking for outstanding individuals with the following qualities:

Essential	<ul style="list-style-type: none">● Full driving licence and a car● Ability to present confidently and persuasively to groups of any size● Ability to bring the programme to life and sell the programme enthusiastically● Excellent listening skills and ability to understand the target market● Ability to build rapport and manage relationships with young people, parents/guardians and teachers, both face to face and over the phone● Assertiveness, resilience and confidence to achieve desired results● Motivated to work towards targets and ability to analyse success and failure● Good communication skills● Excellent time management skills● Perseverance to prompt and assist young people and parents/guardians through the sign up and engagement process● Speak confidently on the phone● Able to work collaboratively with people on projects across various departments and locations
Behaviours	<ul style="list-style-type: none">● Uses initiative to adapt and change style quickly in different situations● Strives for continuous improvement by seeking and sharing feedback appropriately and respectfully● Learns from their mistakes and always commits to performing at their best● Persistent and resilient, yet calm under pressure● Warm, humble and approachable personality● A strong team ethic
Desirable	<ul style="list-style-type: none">● Good knowledge of local area● Sales experience● Public speaking/performing experience● Experience working with 15-17 year olds and/or within the education sector