

Job Description: Programme Coordinator

GENERAL	
Post Title	NCS Programme Coordinator
Hours	Full Time
Geographical Area	North East - Specifically Teesside and North Tyneside
Salary Band	20,000
Term	Permanent
Purpose	<p>The Programme Coordinator 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 taking a lead on 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, as well as booking, delivering and presenting pupil events to a high standard • Maintaining engagement with any sign ups and their parents/guardians • Leading on the monthly graduate programme • Any admin work that comes with recruitment, events and engagement
Liaising with	Programme Coordinators, schools, colleges, event venues, the wider Flying Futures staffing team and any other relevant organisations.
Other	<p>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	<p>Primary responsibilities:</p> <ul style="list-style-type: none"> • Develop and maintain strong relationships with school and college staff
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and engagement	<ul style="list-style-type: none"> • 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 • Plan, deliver and maintain engagement with all young people and their parents/guardians, this will be done via phone/email and face to face events. • 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 monthly basis • To maintain engagement with graduates • Administrative duties to support all of the above
Other duties	Any other tasks that support the NCS contract and the wider business.
Line management	There are no line management responsibilities within this role
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 residential. • 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 • 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

	<ul style="list-style-type: none">• A strong team ethic
Desirable	<ul style="list-style-type: none">• Good knowledge of local area• Sales experience• Experience working with 15-17 year olds and/or within the education sector