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**Job Description**

## **Programmes Coordinator**

**Hours:** 37½ hours per week  
 May be suitable for part-time working or job-share

**Contract:** Permanent

**Salary:** £27,027 FTE

**Base:** Chain Lane Community Centre, Knaresborough  
 Flexible hybrid working

**Reporting relationships**This role reports to one Relationship Manager, but works across multiple programmes.

**Working Relationships**

### Purpose of the Job

The role supports high-quality delivery across the programmes through administration, quality checking, and data processing. The postholder will work effectively alongside the Programmes Team and other colleagues to support to support each programme’s diverse delivery partners, typically Voluntary, Community and Social Enterprise (VCSE) organisations.

### What this involves

Your main responsibilities:

* Coordinate and accurately process participant information, seeking feedback to improve processes throughout the programmes.
* Develop a strong working knowledge of Microsoft Excel and our other management information systems to support programme administration and programme administration and impact reporting.
* Proactively identify where delivery partners have training and development needs for delivery of our programmes and coordinate training and workshops to address these.
* Support the continuous improvement of the training and support we provide to partners by ensuring its effectiveness is routinely analysed.
* Provide proactive coordination, support and challenge to partners to ensure they provide high-quality, accurate and eligible participant information in line with funder requirements.
* Build positive relationships with delivery partners, taking the time to understand the work they do and how they do it, and act as one of the main points of contact for them, providing support and programme guidance in line with our values.
* Working in a timely and accurate manner to support colleagues with preparation for external audits, including by ensuring robust audit trails throughout the programmes, and raising any concerns.
* Support a high-quality partner experience across the programmes, utilising available data to ensure the programmes evolve and improve to meet the needs of participants.
* Help coordinate the enrolment of participants onto our programmes, liaising with potential referrers and supporting activities that promote the programmes and enable people to sign up.
* Develop a clear understanding of the guidance and evidence requirements of each programme.
* Maintain a clear understanding of partner performance across programmes.
* Identify examples of good practice and impact stories that could promote the good work of our programmes and ensure this information is proactively shared with the Impact Team.

Other tasks that may be less regular

* Contribute to the planning and delivery of partner workshops, celebration events and any other programme-related events.
* Attend and support meetings with partners, as required.
* Deputise for the Relationship Manager in meetings, as required.
* Share key information and developments with relevant colleagues and partners through clear and timely communication.
* Support effective partnership working across all programmes and services delivered by Better Connect, and pro-actively seek and support new partners for Better Connect.

### What we all do

* Contribute to the ongoing development and sustainability of Better Connect.
* Role model Better Connect’s values at all times, using the values as a touchstone for communication, decision making and dealing with challenging situations.
* Seek out opportunities to build trust with colleagues and stakeholders, proactively engaging in behaviours that build trust and avoiding behaviours that erode it.
* Be aware of, and work within, all our policies, procedures and guidance.
* Maintain confidentiality over personal information and ensure all personal data is managed and processed in line with the General Data Protection Regulation.
* Maintain our information security and cyber security standards at all times.
* Take responsibility for ensuring you have the required skills and knowledge to fulfil all aspects of this role.
* Contribute to the growth and development of Better Connect by regularly reviewing and updating your skills to ensure Continuous Professional Development (CPD), and that we are able to respond to changing needs of our partners and funders.
* Work towards the achievement of your own goals on an annual basis.
* Act as an ambassador for Better Connect, protecting and promoting our good name and reputation, participating in external meetings and events as required, and feeding back appropriately to your Line Manager.
* Contribute content for the Better Connect website and social media, providing blogs and think pieces on relevant subjects, as required.
* Undertake any other duties as required, which are commensurate with the range of activities described above and in line with any developments or changes in the role or organisation.

**Person Specification – Programmes Coordinator**

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|  | **Description** |
| **Experience** | 1. Experience of building effective relationships with a range of people 2. Experience of working effectively across teams 3. Experience of coordinating projects or programmes |
| **Qualifications** | 1. Good level of general education with Numeracy and Literacy skills |
| **Skills** | 1. Ability to work on own initiative, be proactive and solve day to day problems 2. Ability to focus on a primary task that requires accuracy and repetition 3. Well-developed personal skills and ability to build strong professional relationships 4. Good oral and written communication skills 5. Good level of computer literacy including Microsoft Excel and Word 6. Good time management skills and the ability to work to tight deadlines whilst managing competing priorities 7. High level of attention to detail |
| **Personal Attributes** | 1. Committed to high standards and continuous improvement (a growth mindset) 2. Demonstrable commitment and modelling of Better Connect’s values 3. Demonstrable commitment to equality, diversity and inclusion 4. Friendly and approachable manner |
| **Other** | 1. Ability to travel independently across a large, rural county |