

## Job Description



Experiment in  
International  
Living UK

Job Title:	Programme Coordinator
Responsible to:	Programme Manager
Post:	Fixed Term Contract of Employment – for 1 year *
Hours:	Part time, 15-29 hours per week* with flexible working hours
Remuneration:	£18,000 - £21,000 p.a. pro rata (starting salary depends on experience) + pension contribution + health scheme
Annual Leave:	25 days p.a. pro rata + bank holidays pro rata
Location:	May be home based or remote location. Will require travel to the EIL UK offices in Malvern with occasional travel elsewhere, possibly overseas
Key contacts:	Programme Managers, UK Volunteers Officer and Records Officer Other EIL UK staff, office volunteers, volunteers, schools, cultural organisations, suppliers and voluntary and community organisations.

\* *Owing to disruption in programme delivery and international mobility caused by the COVID-19 pandemic, this post will start part time at 15 hours per week and the hours will adjust in line with programme requirements and as restrictions are lifted.*

### Key Responsibilities

The Programme Coordinator is responsible for providing the administration and coordination to support the organisation and smooth running of EIL UK's programmes. The role involves supporting volunteers and participants, assisting programme managers and assisting with general duties to maintain the charity's records.

Working closely with EIL's Programme Managers, UK Volunteers Officer and Records Officer, the role includes:

- Coordination of the programme planning process
- Registration and administration of volunteers and institutions
- Maintenance of accurate programme, volunteer, institution and participant records to ensure they are compliant and kept up to date
- Support for programme communications and marketing
- Contribution to the development of existing and new programmes
- Support the delivery of EIL's programmes as planned
  - administer EIL programmes
  - organise suppliers, resources and programme logistics
- Track programme delivery against plans, contracts and milestones/deadlines
- Monitor and evaluation of programmes effectively to inform future programme improvements and developments
- Assist the Programme Managers, Chief Executive, Records Officer and UK Volunteers Officer with specific projects

### Main duties

#### Programme planning

- Maintain the Programme schedule/diary
- Support the programme planning process and coordinate the production of Programme Plans

#### Programme development

- Contribute to the development of existing and new programmes

### Programme marketing and communications

- Support Programme Managers to produce information for volunteers, participants, partners and marketing e.g. draw together programme details for publication
- Coordinate and prepare programme information to update the Programmes website pages and for communications across other media channels - traditional, digital and new media
- Answer first-contact programme enquiries and liaise with programme partners
- Ensure all programme communications follow EIL's brand guidance and adhere to EIL's policies and procedures
- Participate in promotional activities such as producing adverts or representing EIL at public events e.g. supporting staff and volunteers at student fairs

### Provide administrative support for programmes

- Coordinate the delivery of EIL's programmes as planned to make sure they stay on budget and on time
- Provide consistent, efficient and effective applicant, participant and host administration to a consistently high standard e.g. process applications, communications, distribute participant packs, orientation materials etc. (to support Programme Managers)
- Organise programme logistics (including bookings for travel, attractions, meals, accommodation) and ensure the charity achieves good value for money in purchasing
- Coordinate EIL's resource pools and networks (e.g. leaders, interpreters, facilitators) and approved suppliers
- To develop a working relationship with Regional Organisers and Coordinators to enable them to perform their tasks effectively
- Assist the Programme Managers in the processing of programme finances accurately and within agreed timescales, following EIL's policies and procedures at all times

### Programme information management and records

- Maintain and update (including IT updates) the databases and on-line portals including records for volunteers, participants, institutions (e.g. schools and universities), partners and approved suppliers
- Ensure programme permissions are in place (e.g. GDPR Privacy Statements/Images Permissions)
- Accurately record programme activities so that the data is complete and up-to-date
- Ensure programme documentation for stakeholders, participants and partner records are accurate, updated and stored securely

### Monitor Programme Delivery

- Track the programme delivery against plans and adjust programme plans to help meet milestones and deadlines
- Ensure programmes are compliant (e.g. contracts met, risk assessments in place), meet agreed standards and adhere to EIL's policies and procedures
- To produce statistics for internal and external use including monthly statistics
- Support Programme Managers to produce reports and presentations

### Evaluation and learning

- Gather feedback and programme data through surveys and other tools to monitor and evaluate programmes effectively e.g. set up surveys and reports
- Implement good practice in programme monitoring, evaluation and learning
- Analyse data and collate reports to capture the impact, feedback and learning to inform and improve future programmes for intercultural learning
- To contribute pro-actively to all elements of EIL's work; suggest improvements and new initiatives

## Other duties

- Input to charity-wide initiatives
- Attend promotional events
- Attend and contribute to team meetings and events
- To work flexibly with other members of the team
- Undertake special projects and other duties from time to time commensurate with this post
- To maintain confidentiality at all times

## Key competencies

The post holder needs to be a motivated, well-organised, self-reliant individual with experience in programme coordination who is committed to fulfil both individual and team objectives and achieve excellence.

1. A warm, friendly and helpful manner with the ability to communicate effectively with a wide range of people and build relationships with people at all levels
2. Methodical and organised
3. Excellent communication skills (both verbal and written): patient when communicating with those for whom English is not their first language
4. Work well in a team with the ability to negotiate and motivate people to achieve shared goals
5. Able to work on own initiative and demonstrate a proactive approach
6. Able to prioritise work with minimum supervision, deal with several tasks at once in a busy office and handle competing priorities to meet deadlines
7. Problem-solving skills with the ability to assess a situation and resolve issues early
8. Quick and accurate under pressure: good numeracy skills and ability to analyse information
9. Professional manner, accurate and attentive to detail
10. Flexible, positive person with a helpful attitude who adapts to change and is willing to learn

## Qualifications and experience

- At least five years' experience of administration and providing administrative support for projects or programmes
- Experienced in event administration
- At least two years' experience in managing on-line portals to administer education programmes
- Sound IT skills, proficient in Microsoft Office - Outlook, Word, Excel and PowerPoint), databases, websites and social media
- Experience of living abroad or working across different cultures is desirable

## Other requirements

- Commitment to the aims and values of the charity
- Contribute to EIL's annual business plan, strategies and plans
- Flexible working hours outside normal office hours such as occasional early evenings and occasional weekends. Travel to other sites for meetings or to assist with group visits or sessions e.g. orientations. There may be occasional overnight stays.
- A full enhanced DBS check will be required which will be paid for by EIL UK.
- Ideally the post holder will hold a current driving licence and have their own vehicle. They must be willing to travel on public transport.

This job description is not exhaustive and is open to review at any time.

*Post established April 2019 / Job Description last updated April 2020*