

Job Description



Experiment in
International
Living UK

Job Title:	Programme Coordinator
Responsible to:	Programme Manager, Cultural Groups
Post:	Permanent
Hours:	Part time, 22 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:	EIL UK offices in Malvern with occasional travel elsewhere, possibly overseas
Key contacts:	EIL UK staff and volunteers, schools, cultural organisations, suppliers and voluntary and community organisations.

Key Responsibilities

The Programme Coordinator is responsible for organising the delivery of EIL UK's programmes and providing administrative support. Working closely with Programme Managers, the overall purpose of the role is to:

- Contribute to the development of existing and new programmes
- Support programme communications and marketing
- Coordinate the programme planning process
- Support the delivery of EIL's programmes as planned, within budget and on time
 - administer EIL programmes
 - organise suppliers, resources and programme logistics
- Keep accurate programme, partner and supplier records and ensure they are up-to-date
- Track programme delivery against plans, contracts and milestones/deadlines
- Monitor and evaluate programmes effectively to inform future programmes

Main duties

Programme development and planning

- Contribute to the development of existing and new programmes
- Maintain the Programme Diary
- Support the programme planning process and coordinate the production of Programme Plans

Programme marketing and communications

- Answer first-contact programme enquiries
- Liaise with programme partners
- Support Programme Managers to produce information for participants, partners and marketing e.g. draw together programme details for publication
- Coordinate programme communications activities across media channels - traditional, digital and new media - and update the Programmes website pages
- 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, within budget and on time
- Provide consistent, efficient and effective administrative support to a consistently high standard e.g. process applications, produce participant packs, orientation materials etc.
- Organise programme logistics for cultural groups and individuals (including bookings for travel, attractions, meals, accommodation) and ensure the charity achieves good value for money in purchasing
- Coordinate EIL's resource pools (e.g. leaders, interpreters, facilitators) and approved suppliers
- Process programme finances accurately and within agreed timescales, following EIL's policies and procedures at all times

Programme information management and records

- Ensure programme permissions are in place (e.g. GDPR Privacy Statements and Images Permissions)
- Accurately record programme activities so that the data is complete and up-to-date
- Maintain the database of partners (e.g. schools) and approved suppliers
- Ensure programme documentation for stakeholders, participants and partner records are accurate, updated and stored securely

Monitor Programme Delivery

- Track programme delivery to meet programme plans, 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
- Support and assist Programme Managers to deliver EIL's programmes as planned, within budget and on time
- Support Programme Managers to produce reports and presentations

Monitoring, evaluation and learning

- Implement good practice in programme monitoring, 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
- Analyse data and collate reports to capture the impact, feedback and learning to inform and improve future programmes for intercultural learning

Other duties

- Input to charity-wide initiatives
- To work flexibly with other members of the team
- Undertake other duties as required by the Programme Managers from time to time
- 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 and able 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 management
- 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 duties and 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 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.
- Carry out other duties commensurate with this post as required

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.

April 2019