Job Description

Programmes Officer

Experiment in International Living UK

Job Title:	Programmes Officer
Responsible to:	Operations Director
Status:	Fixed term contract for 10 months with probationary period of two months Possibility of transferring to permanent contract at the end of 10 months.
Working hours:	22½ - 30 hours per week (0.6 – 0.8 FTE) - worked across 4 or 5 days
Flexible working:	This post is eligible for time off in lieu (TOIL) for evening, weekend and any out of office hours.
Salary:	£25,000 - £34,000 p.a. pro rata - starting salary depends on experience.
Benefits:	Pension scheme with employer pension contribution, health plan with options to add family members, death in service insurance cover, reductions for family on overseas programmes.
Annual Leave:	20-25 days annual leave + Bank (public) Holidays pro rata. Three days leave should be taken over the Christmas period. Additional leave is awarded for long service.
Location/s:	EIL UK Offices at 17 Graham Road, Malvern. For this role, the post-holder needs to live within 1 hour of the EIL offices. Occasional travel to other locations as required.
Key relationships:	The post-holder is based in the Programmes Team and will need to build positive working relationships with staff and volunteers across the organisation as well as external partners and suppliers.

Key Responsibilities

1. Plan, organise and coordinate the smooth delivery of programmes to achieve desired outcomes
2. Deliver programme communications and marketing in collaboration with others
3. Support volunteer hosts, participants, local/programme coordinators and partners
4. Take a proactive approach to safeguarding
5. Monitor feedback and evaluate and report on programmes effectively to inform improvements
6. Maintain accurate programme records and ensure they are compliant, complete and up to date
7. Assist on the development of existing and new programmes and continuously improve programmes

Support for EIL UK and the wider team

- Commitment to the aims and values of the organisation
- Support and collaborate with other members of the team
- Participate in events and team meetings
- Contribute to charity-wide initiatives, time and workload permitting
- Able to maintain confidentiality at all times

Main duties

1. Plan, organise and coordinate the smooth delivery of programmes

- Draw up Programme Plans and track progress against plans
- Lead on the smooth delivery of programmes within budget to meet deadlines and achieve desired outcomes and standards
- Monitor and report on programmes and programme cycles
- Collaborate with the team to improve programme quality and develop and incubate new programmes

2. Deliver programme communications and marketing in collaboration with others

- Prepare stories, images and information to highlight programme impacts to stakeholders
- Answer programme enquiries and liaise with programme partners
- Ensure all programme communications adhere to EIL's policies and procedures and are on brand
- Participate in promotional activities representing EIL at public events

3. Support volunteer hosts, participants, local/programme coordinators and partners

- Support and develop EIL Coordinators and volunteers to motivate them and help them carry out their roles effectively
- Advocate for participants and hosts
- Work proactively and constructively with hosts, coordinators and participants to address disagreements and resolve disputes to avoid escalation
- Seek ways to support the organisation's commitment to diversity, inclusion and equity

4. Take a proactive approach to safeguarding

- Take a proactive role towards safeguarding and welfare for all involved in EIL programmes
- Work with the team to implement safeguarding policies, procedures and measures

5. Monitor feedback and evaluate and report on programmes

- Gather feedback and programme data through surveys and other tools to monitor and evaluate programmes and their impact and outcomes effectively
- Identify programme improvements and advance good practice
- Maintain accurate programme records including host, participant, partner and programme data
- Ensure data is managed in ways that are compliant - accurate, complete and up to date

6. Maintain programme records and reports

- Manage data and programme records and ensure they are accurate, complete and compliant
- Maintain and update databases, on-line portals and records for volunteers, participants, institutions (e.g. schools and universities), partners and approved suppliers
- Gather and analyse feedback to identify and implement existing good practice and improvements
- Monitor and evaluate programmes and compile reports and scorecards

7. Assist on the development of existing and new programmes and continuously improve programme quality

- Instil a customer-centric approach to programme operations
- Contribute pro-actively to the development of new initiatives
- Seek opportunities to improve the accessibility of EIL programmes

8. Other tasks

- Undertake training and personal development to support the role and meet the charity's needs
- Adhere to the charity's policies and procedures
- Keep up to date with developments across the international exchange sector
- Contribute to other charity activities, as agreed, time and workload permitting
- Maintain confidentiality at all times
- Undertake other duties within the scope of this job description as required from time to time

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.

Technical Skills, Knowledge and Experience

You will need the commitment to fulfil both individual and team objectives and have:

- A background or experience of working in education or a role working with young people
- Excellent written and verbal communication skills – able to adapt and communicate effectively to engage people from diverse backgrounds and in different circumstances
- Strong advocacy and negotiation skills and the ability to assess information and identify solutions. A proven background in relationship, customer or stakeholder management
- Problem-solving skills with the ability to assess a situation and resolve issues early
- Experience of working well as part of a team and on own initiative
- Quick and accurate under pressure: good numeracy skills and ability to analyse information
- Sound IT skills – proficient in Microsoft Office, database/CRM systems and websites.

Interpersonal skills and approach

- A warm, friendly and helpful manner - able to maintain professional approach
- Able to negotiate and motivate people to achieve shared goals
- Good organisational skills - methodical and organised, able to multi-task, plan and prioritise your workload, completing tasks quickly with accuracy and attention to detail
- Time management - able to prioritise your work to meet deadlines and achieve outcomes
- Able to work on own initiative and demonstrate a proactive approach
- A flexible and resourceful approach and ability to adapt to change
- A discrete and professional manner, able to maintain confidentiality
- Flexibility with a positive outlook and can-do attitude, adapts to change quickly
- Patient when communicating with those for whom English is not their first language
- Proficiency in languages other than English and experience of living abroad or or working across different cultures is desirable.

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

Other requirements

<u>Willing to undertake training and development opportunities</u>
Training and development opportunities are identified in an individual Training & Development Plan. Staff are encouraged to undertake training and other development opportunities to further their knowledge and develop skills related to the post. Development opportunities may be internal or external courses, self-directed learning, or initiatives such as mentoring, continuing professional development (CPD) or subscriptions to professional bodies or journals. These may take place within or outside office hours.

Evening and weekend working

As this role involves occasional evening and weekend working, you must be willing to work outside of office hours (9am – 5:30pm) when required. Hours will be planned and agreed in advance. If additional hours are required outside normal office hours, the post-holder will qualify for TOIL (time off in lieu of time worked). This post is part of the duty rota for answering emergency calls from participants, hosts and coordinators outside office hours. The rota means that members of staff take it in turn to act as the first point of contact. Full training is provided.

Safeguarding Checks

As this role involves working with young people and vulnerable adults, you will be asked to complete an enhanced DBS check (PVG in Scotland) for which the charity will pay. The post-holder must be willing to undertake safeguarding training and responsibilities.

Commitment to equality and diversity

EIL UK values diversity and we are committed to providing employment and volunteering opportunities that value different cultures. As part of this commitment to equality and diversity, we ask all applicants to complete a Diversity Questionnaire as part of the application form. The questionnaire is detached from your application so that it is anonymous and does not form part of the selection, interview or appointment process. As you will see on the questionnaire, you can choose to opt out of disclosing some or all of the personal information. Every question answered helps us improve our organisation's commitment to being a workplace that values equality and diversity.

Convictions and cautions

You must tell us in your application if you have any convictions, bind-overs or cautions, even if they are spent under the Rehabilitation of Offenders Act 1974. Please note that disclosing a conviction does not necessarily bar you from appointment. All information disclosed is treated as confidential.
Risk assessments related to disclosures make use of the resources and guidance provided by NACRO: https://www.nacro.org.uk/nacro-services/advice/advice-for-employers/

Travel

It is desirable that the post holder has a current driving licence and own transport, insured for business use. If the post holder does not hold a current driving licence or have their own vehicle, they must be willing to travel on public transport. EIL provides expenses for travel and subsistence. Some travel abroad may be required. Travel to other sites for meetings or to assist with arrivals, departures or group visits may be required. Occasional overnight stays.

Right to work

All employers have to check that future employees have a legal right to work. You will need to provide two valid documents. Further information is available at: https://www.gov.uk/check-job-applicant-right-to-work

To apply

Applications are accepted on EIL's application form which can be downloaded from our website. Please send your completed application form to: study@eiluk.org
No CV's or agencies, thank you.

Deadline for the receipt of applications: 12.00 noon on Friday 23 October
Interviews will be held at the EIL UK offices in Malvern on Wednesday 28 and Thursday 29 October 2026