

# EXCITED

## About the future



## Job description

<b>Job title:</b>	Programme Coordinator
<b>Reports to:</b>	Programme Coach/Lead
<b>Directorate:</b>	ICP (Communities)
<b>Job family:</b>	Supported Internships
<b>Location:</b>	Office based
<b>Role specific requirements:</b>	Willingness to travel to various locations

### Purpose of the role:

The Programme Coordinator oversees the delivery of our Supported Internship Programme across a geographic area. They ensure delivery meets the needs of the people with a learning disability and local employers as well as programme and funder requirements. They will ensure that the programme is delivered to the agreed curriculum, frameworks and methodology and ensure they meet internal and external standards for quality and impact. This includes Ofsted and ESFA criteria.

The Programme Coordinator reports into a Programme Lead/Coach. They will work closely with their manager and the other Programme Coordinators to develop a future strategy for the programme delivery and will engage their teams with KPIs, and plans for development and growth of their programme area.

They manage a staff team of Tutors, Skills Coaches, Employer Engagement Officer and Administrator, to support delivery of the programme. They coordinate and monitor delivery to ensure that it is cost efficient and of high-quality ensuring learners' needs are met. They embed consistent ways of working – including data management, quality, delivery, finance – across their team to meet Ofsted and ESFA standards and will monitor and report on performance and service delivery. They will drive a culture of consistency and continuous improvement across their services.

They will lead on the planning and implementation of existing and new programmes and be expected to demonstrate high levels of expertise, professionalism and relationship management. Key stakeholder relationships the post holder will be required to manage include employers, funders and local authorities.

They will lead on all aspects of delivery including budget management, staff management (recruitment of new staff, performance management), target setting, reporting/recording, development, safe working and safeguarding. The Programme Coordinator is responsible for ensuring that services are delivered to ESFA contract requirements in line with Ofsted, contract outcomes, KPIs and Mencap delivery models, quality standards and strategic objectives.

This role will act as exemplar practitioner and make a contribution to the development and improvement of teaching, learning and assessment.

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### Key responsibilities

#### **Responsibilities:**

- Has an understanding of Ofsted and the Education Inspection Framework.
- Takes responsibility for contractual requirements including outcomes, safeguarding, finances, providing guidance and support to the team to drive high level performance.
- Leads the team with monthly case conference, collaborating with Tutors, Employer engagement Officer & Skills coaches.
- Ensures that all data is recorded accurately, timely and in accordance with contractual requirements for reporting and funding.
- Sets individual and team targets to ensure contractual requirements are met.
- Ensures that the work of the team focuses on achievement of the outcomes set for the individual learners and agreed internal and contractual targets.
- Demonstrates that service complies with any regulatory, contractual and Mencap standards, completing effective records and reports in a timely way to the Programme Lead/Manager.
- Provides support as required to other services to share and drive best practice
- Demonstrates an ability to improve performance and quality through the application of problem-solving skills.
- Ensures the team are sufficiently trained and qualified in order to deliver a high-quality service in accordance with Ofsted requirements, by driving CPD.
- Coaches and guides team members to achieve individual KPIs and service targets using agreed performance management processes.
- Takes responsibility for managing income and expenditure in accordance with budget.
- To lead on quality processes at a local level and ensure they are adhered to ensuring appropriate action is taken to rectify any discrepancies between actual performance and expected standards.
- Takes responsibility for ensuring expected level of quality assessing is planned and carried to drive improvements.
- Liaise with the quality team and internal/external quality assessors to mitigate risks and ensure compliance.
- To ensure invigilation of functional skills assessments is undertaken and conducted in accordance with the awarding organisation requirements In consultation with Tutors.
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- Be fully conversant with the requirements of the awarding body and keeping on top of changes to unit specification, registration details and final assessment dates.
- Can evidence effective application of agreed delivery tools and frameworks to support safe and effective service delivery.
- Ensures the teams actively partake in reflection events feeding back outcomes to Programme Lead/Coach/Manager as appropriate.
- Has responsibility for the completion and monitoring of the Self- Assessment Report (SAR) and Quality Improvement Plan (QIP) within the programme being delivered.
- Addresses failures against requirements, complaints and critical incidents and reports immediately to the Programme Coach/Lead
- Understands and adheres to safe working practices to promote personal safety and the safety of others.
- Understands responsibility for Prevent, safeguarding and critical incident reporting in accordance with both internal and external procedures.
- Takes responsibility for generating new referrals.
- Seeks feedback on service from all stakeholders and reports to the Programme Coach/Lead/Manager, escalating relevant findings confidently.
- Can evidence positive professional relationships with all external stakeholders, e.g. employers, families, carers, commissioners.
- Supports the Programme coach/Lead/Manager to identify and maximise local new business opportunities through the promotion of services to a wide audience.
- Positively & professionally represents Mencap and the service/project to all internal and external audiences and promotes other Mencap provision in the area.

## Our values



You will role model our five values in all your work activities.

## Switched on about learning disability

We expect our people to be up-to-speed with the current world of learning disability, know about the challenges and realities people face and understand the impact Mencap is trying to bring about.

## Collaboration

We expect people to be brilliant at collaborating across teams, functions, service types and perspectives so that people with a learning disability and their families receive the joined-up support they need. People will know and love all that Mencap does, not just the work they do.

## Final comment

This job description is not exhaustive and reflects the type and range of responsibilities and outcomes associated with this role in Mencap.

## Person specification

Skills & abilities	Essential/Desirable
Professional conduct and relationships	E
Managing and Developing staff	E
Leading and coaching staff	E
Performance management	E
Effective communicator	E
Effective record keeping and reporting	E
Building positive relationships/partnerships	E
Problem solving skills	E
Working to targets	E
Handling complex situations	E
Financial Management	E
We expect leaders to have an interest in and desire to know more about learning disability and role model this to their teams	E
Hold a driving licence and access to a vehicle	D

Knowledge and experience	Essential/Desirable
Experience of delivering to programme contracts	E
Experience in practitioner area	E
Experience of complaints reporting	D
Experience of case conference management	D
Experience of managing a team	D
Experience of risk management	D
Experience of practice observation specifically linked to teaching and learning	D

Experience of invigilation functional skills delivery	D
Experience of collating and analysing stakeholder feedback	D
Experience of delivering IAG	D
Knowledge of the sector	E
Knowledge of requirements of awarding bodies	D
Knowledge/Experience of Ofsted Inspections and Education Inspection Framework	D
Knowledge of implementing Continuous Improvements Plans linked to quality	D
<b>Qualifications</b>	<b>Essential/Desirable</b>
Qualification in first line or supervisory management at NVQ level 3 or equivalent	D
A-C/9-4 English & Maths GCSE (or equivalent)	E