

# **Programme Manager - Surrey**

## **Job Description and Person Specification**

### **Overview**

The Programme Manager ensures Pathways Coordinators are supported delivering the MCR mentoring programme to enable young people to fulfil their potential. Developing strong relationships with the leadership in each of your schools you quality assure delivery and identify opportunities for growth. Working with the Partnerships Manager and the Mentor Services Coordinator you also support mentor recruitment, training, and activities to ensure every young person has access to a dedicated mentor.

### **Job Description**

#### **Young people and school engagement**

- Ensure all young people in scope are fully engaged and high levels of participation, attendance, progress, attainment and positive destinations are secured.
- Establish and grow exceptional relationships with school leadership, staff and all stakeholders who support the delivery of the programme in the schools.
- Ensure schools are planning and using strategies to attract young people who have previously disengaged or declined participation.
- Ensure MCR group work and mentoring is delivered to a consistently high standard and is fully integrated in each school
- Work with Pathways Coordinators and school leadership in order to secure new referrals, group work and mentoring targets
- Promote high quality delivery and innovation in group work delivery to secure high levels of enjoyment and impact for young people. To lead on the identification and sharing of best practice in group work across the teams.
- Promote any activities including events, training and progression opportunities that are relevant to staff and young people on the programme.

#### **Mentor recruitment and engagement**

- In collaboration with the regional Partnership Manager and MCR central teams, drive and support mentor recruitment, engagement and retention.
- Organise mentor recruitment events and deliver information sessions to local employers, partners, the Local Authority and other potential sources of mentors. Ensure participation of MCR young people where possible and appropriate.
- Coordinate, co-deliver and quality assure Core Mentor training for all schools in the region.

#### **Mentor Pipeline and Post Match Support**

- Support the regional staff team to ensure people applying to be a mentor progress through the training process smoothly

- Support the regional staff team to ensure best practice at all stages of mentor recruitment, engagement and training
- Lead and set excellent standards for colleagues on mentor engagement, communications, interviewing, safer recruitment and training, using a range of methods that are personalised and meaningful.
- Organise an exciting programme of regular training and development activities for mentors, delivered both virtually and in person across the region.
- Provide, interpret and action operational reports and information to ensure efficient capacity planning and continuous review for process improvement
- Manage exceptions, mentor perceptions, relationships at risk, and the mentor referral process, making effective decisions on how to resolve or escalate challenges.
- Utilise feedback, learn from all completed relationships, and implement change based on these to encourage mentor retention to expectations.
- Attend and contribute to regional and national operational meetings.
- Support the development of an effective mentor ambassador programme and the engagement with key influencers.
- Be a passionate champion for the programme, actively raising awareness of and engagement with MCR.

### **Support and Monitor**

- Effectively performance manage the various stages of the programme, acting promptly to address concerns
- Provide support, development, training, management and motivation to staff
- Provide analysis of programme performance, impact and development

### **Monitoring, evaluation and programme impact**

- Ensure consistent, frequent and regular sharing of high-quality case studies and good news stories
- Ensure coordination and timely analysis of qualitative and quantitative data
- Contribute to school and local authority reporting as directed by the MCR England Programme Director
- Lead on specified development projects and support MCR programme review and continuous improvement

## Person Specification

|                     | Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Desirable                                                                                                                                                           |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Skills & Experience | <p>Recent &amp; successful experience of developing and effectively managing a team to maximise impact</p> <p>Experience of the unique pressures and contexts of schools</p> <p>Highly skilled in leading the delivery of operational plans and KPIs</p> <p>Experience of presenting to groups / delivering training sessions to adults</p> <p>Competent digital literacy including office software, social media and other digital platforms</p> <p>Experience of chairing / leading meetings</p> <p>Data analysis and impact evaluation skills</p> <p>Awareness and understanding of the principles of safeguarding and child protection</p> | <p>Experience of managing a team remotely / working from different locations</p> <p>Understanding of secondary education system, qualifications and assessments</p> |
| Abilities           | <p>Exceptional ability to build meaningful relationships with a wide range of stakeholders and young people aged 11-18 years</p> <p>Ability to collate evidence of participation and impact and present to stakeholders</p> <p>Ability to deliver training and information sessions to groups of mentors &amp; stakeholders</p> <p>Ability to manage delivery &amp; development of the programme in your region, maintain consistently high standards, and respond proactively to organisational priorities.</p>                                                                                                                               | <p>Proven and sustained ability to positively influence and persuade MCR stakeholders and target groups</p>                                                         |
| Attitude & values   | <p>Highly self-motivated and motivational to others</p> <p>Consistently demonstrate resounding commitment to organisational purpose, cause and values</p> <p>Resilience and determination to overcome challenges and barriers in order to have positive impact and achieve outcomes</p> <p>An understanding and appreciation of the challenges and barriers that care-experienced and vulnerable young people may experience</p> <p>Young person consistently at the heart of professional values and practice</p> <p>Positive, solution-focused approach</p>                                                                                  | <p>Experience in building, developing and sustaining team / young person attitudes and values</p>                                                                   |
| Qualifications      | <p>Minimum of Grade B / Level 6 in Maths and English GCSE</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <p>Management or leadership qualification</p>                                                                                                                       |

