

## Programme Manager Job Description

**Job Title:** Programme Manager

**Team:** Schools

**Location/Region:** Scottish Borders

**Contract:** 12 months fixed term

**Hours:** 37.5 hours per week

**Grade:** £35,020 p.a. (Grade 5, PA16-PA19)

**Manager:** Head of Region (East Scotland)

### **Line Management Responsibility:**

Direct line management of Mentor Services Coordinator

Relationship and programme management of delivery leads

### **Role Overview**

As a Programme Manager, you will oversee all programme delivery, actively engaging with participating schools, colleges, local authority, and key partners including Skills Development Scotland and Developing the Young Workforce. In this role, you will empower your delivery team to drive substantive, positive change for young people by supporting and challenging appointed delivery leads to build vibrant, impactful mentoring programmes. Additionally, you will lead mentor recruitment, training, and support initiatives to guarantee every young person has access to a dedicated mentor, while managing your local Mentor Services Coordinator to align the mentor pipeline perfectly with setting needs.

## Job Description

### **Underpinning knowledge and programme design**

- Ensure levels of knowledge of relevant legislation, current funding arrangements and eligibility, local and regional priorities and young people's needs are maintained and kept current.
- Ensure the interests of key partners including DYW, SDS, Local Authorities, other third sector partners and funders are strongly focussed on, and opportunities for growth, development and collaboration are maximised.
- To plan, analyse and take remedial actions to ensure the balance and mix of provision, geographical spread, progression and developmental opportunities for young people and staff are within resources and meet challenging contract volumes.

## Young people and school engagement

- Proactively identify opportunities and undertake development work with all delivery leads in order to secure new referrals, engage young people and achieve mentoring targets.
- Ensure mentoring is implemented and delivered to a consistently high standard and is fully integrated across all agreed settings
- Ensure all young people in scope are fully engaged and high levels of participation, attendance, progress, attainment, staying on and positive destinations are secured.
- Ensure settings are planning and using strategies to attract young people who have previously disengaged or declined participation.
- To lead on the identification and sharing of best practice across wider teams.
- Promote any taster activities, extension activities, events, training and progression opportunities that are relevant to staff and young people on the programme.
- Establish and grow exceptional relationships with setting staff and other relevant partners that support the delivery across all settings
- Ensure with each school that the “MCR Mentoring Programme” is embedded, supporting integration of the programme, ensuring full model implementation and consistently high-quality standard of delivery.

## Mentor recruitment, retention and engagement

- In collaboration with MCRs central teams supported by the Marketing team, drive and support mentor recruitment, engagement and retention to the required numbers.
- 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.

## Support and Challenge

- To use MCR’s tools and methods, and where relevant design and use local tools and methods, to performance manage the team and ensure that planning and predicting contract performance is accurate and will achieve given targets within agreed resources.
- Effectively performance manage the various stages of the programme including but not limited to referral, consent, one-to-one, matching, meeting, attendance, progress and impact checks, exceptions and error checking.
- Take prompt action to remedy underperformance.
- Provide support, development, training, management and motivation to appointed delivery leads across all settings.

- To carry out no-notice quality activities to achieve excellence. Host team meetings, walk through visits, one to ones, caseload monitoring, auditing of records, reviews and appraisals, and take rapid remedial action as appropriate.
- Provide analysis of programme performance, impact and development

### Monitoring, evaluation and programme impact

- Feedback to MCR Senior Team examples of best practice, exceptions and variances across settings responsible for.
- Ensure consistent, frequent and regular sharing of high-quality case studies and good news stories.
- Ensure coordination and timely analysis of annual attainment, staying on, destination, wellbeing and engagement measures and ensure high rates of completion of year-end surveys for all schools responsible for.
- Contribute to setting and local authority reporting as directed by the Head of Region.
- Lead on specified development projects and support MCR programme review and continuous improvement.

### General

- To lead the appraisal, review, cover arrangements, welfare and support, absence management and performance management of staff in the area of responsibility, following corporate policies at all times.
- Line manage, support and develop mentor services coordinator to deliver an exceptional, individual, consistent and emotionally engaging registration to matching process
- To be responsive to the Head of Region and directions given for quality or programme improvement.
- Deputise for absences of the Head of Region as required.
- To ensure the maintenance of safe working practices and environments for all staff and young people in accordance with the policies of MCR and relevant legislation.
- To be committed to equal opportunities and to comply with MCR's diversity and equality policies. To be committed to safeguarding young people and follow policies, practices and procedures in relation to protecting children and young people.
- To be committed to professional self-development making full use of training and development opportunities identified through appraisal.
- To ensure job knowledge is updated by participating in educational opportunities, reading publications, attending team meetings and participating in and maintaining professional networks.
- There will be a requirement for unsupervised contact with children / young people in this post whether through teaching, advice and guidance, general or technical support.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

## Person Specification

|                     | Essential  | Desirable   |
|---------------------|--|---|
| Skills & Experience | <p>Recent &amp; successful experience of developing and effectively managing a team to maximise impact</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>Ability to present programme information to stakeholders such as Local Authority colleagues, school leaders and local businesses</p> <p>Ability to deliver training and information sessions to groups of mentors &amp; stakeholders</p> <p>Exceptional ability to build meaningful relationships with a wide range of stakeholders including education colleagues, volunteer mentors, local employers and young people aged 11-18 years</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 / or 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>HNC level or above in a relevant subject</p>  | <p>Management or leadership qualification</p>   |