**Job Description**

**Job Title:** Programme Manager (Youth Work)

**Salary:** £24,531 (pro rata)

**Employed by:** Pie Factory Music

**Location:** Based in East Kent with some travel required

**Responsible to:** Managing Director

**Hours:** 24 hours per week including some evening and weekend work

12-month fixed-term contract with the possibility of extension

**Job Summary**

We are looking for an experienced Programme Manager to take a strategic view in overseeing and coordinating a creative youth work programme for young people in Thanet and Dover. You will provide strategic guidance to the youth work team and project managers in ways that promote the charity’s culture and organisational aims.

The ideal candidate will be an excellent leader, and will have experience of developing and maintaining strong relationships with strategic partners and funders; a successful fundraising track-record; and good knowledge and understanding of evaluation, impact measurement, and monitoring and data collection processes.

**Key responsibilities**

1. Line management of Youth Work Team Leader and development of supervision model for youth work team
2. Provide a structure for monitoring, evaluation and quality assurance across the programme
3. Manage relationships with key stakeholders
4. Ensure funding requirements and targets are met
5. Manage youth work budget
6. Prepare reports for Senior Management Team
7. Resolution of issues and implementation of corrective action where needed
8. Support the delivery of other elements of services within Pie Factory Music where required

**Planning and Programming**

* To create and oversee the delivery of an annual curriculum of a range of youth-led, positive activities for young people (face-to-face and online sessions, projects, activities and residential trips) in specified geographical areas, through both direct delivery and alternative providers. To include termly themes and topical issues with input from young people. This will be in collaboration with the Youth Work Team Leader.
* To oversee and deliver special or targeted projects that are additional to the core youth work sessions.
* To actively engage and positively promote the participation of young people’s families, schools/settings and communities in service design, delivery and evaluation.

**Monitoring, Evaluation and Quality Assurance**

* To create a monitoring and evaluation framework for the youth work programme which feeds into the organisation's overarching monitoring and evaluation framework.
* To ensure and regularly assess the quality of all activities delivered under the youth work programme.
* To ensure funding requirements, targets and KPIs are met.

**Youth Voice**

* To lead on youth voice across the organisation and to develop an organisational youth voice strategy in collaboration with colleagues.

**Youth Support**

* To ensure information on other services that may meet the needs of young people (e.g. sexual health services, information, advice and guidance etc.) is regularly updated, collated and shared with the wider youth work team.

**Safeguarding**

* To ensure good safeguarding practice exists across the youth work programme and to be the Strategic Safeguarding Lead for the organisation.
* To work collaboratively with the Youth Work Team Leader as practice lead for Safeguarding.

**Marketing and Communications**

* To contribute to the organisation’s communications strategy including social media, website and newsletter to ensure information is accessible and there is a positive presence of the service.

**Internal Communications**

* To contribute to office team meetings, and co-lead meetings for the youth work team.
* To communicate with and inspire the youth work team, reinforcing the organisational culture and values.

**Training and Development**

* To oversee a programme of CPD for the youth work team in collaboration with the Youth Work Team Leader.

**Supervision and Line Management**

* To provide line management and supervision to the Youth Work Team Leader and develop a supervision model for the rest of the youth work team. This role will involve direct line management and supervision of staff.
* To ensure the youth work team engage with reflective practice and learning through supervision.

**Contract Management**

* To manage relationships with commissioners and funders, and attend contract management meetings.
* To prepare reports and statistical and anecdotal evidence for contract management meetings in the format requested, as and when required.

**Partnerships**

* To establish and maintain partnerships to support the youth work programme, and the profile of the organisation.
* To attend and facilitate partnerships with a strategic and regional focus, such as LCPGs.
* To forge excellent relationships with schools and other community stakeholders to ensure holistic support for young people.
* To scope and manage relationships with venues to ensure the successful delivery of the youth work programme outside of PFM’s own venue.

**Budgets and Financial Management**

* To manage the overarching youth work budget in conjunction with the Finance and Operations Manager, and oversee the Youth Work Team Leader's sessional and equipment budget.

**Reporting**

* To audit the youth work programme including impact and outcomes, and prepare reports for SMT, Board of Trustees, commissioners and funders.

**Fundraising**

* To write funding bids to support the ongoing delivery of the youth work programme, and feed into strategic organisational fundraising in line with the organisation's fundraising strategy.

**Organisational Development**

* To attend strategic days away with the team and contribute to the development of the organisation as a whole.

Any other duties that might be reasonably required by your line manager to achieve organisational goals.

**Person Specification**

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|  | Essential | Desirable |
| **Qualifications** |  | Professional qualification to diploma level (4) or above in a relevant area |
| **Skills and Experience** | Minimum 5 years’ experience as a Programme Manager or other managerial position  Proven experience of managing staff and teams  Excellent interpersonal and communication skills  Excellent problem-solving ability  Outstanding leadership and organisational skills  Experience of working collaboratively with a range of agencies  Experience of working with children and young people  Excellent standard of ICT skills  Essential to have own vehicle and full UK driving license | Experience and skill in creative arts  Experience of working with children and young people who face challenging circumstances |
| **Knowledge** | Thorough understanding of project / programme management techniques and methods  Excellent knowledge of performance evaluation, outcomes, and change management principles  Knowledge and understanding of social issues in the East Kent area  A thorough understanding of the needs of children and young people in challenging circumstances  An understanding of Safeguarding and Data Protection legislation | Working knowledge of programme / project management software  A thorough knowledge of the creative arts sector |
| **Attributes** | An ability to provide supportive and inspirational leadership to teams across the organisation  To be creative, proactive, able to use own initiative and make sound judgments  An ability to deal with a number of tasks at once and to be flexible with work routines  To be able to work effectively as part of a team  An ability to remain calm whilst working under pressure |  |

This post requires an enhanced check from the Disclosure and Barring Service (DBS Certificate)