

Programme Manager Role Description



Deadline for applications: Sunday 15th August 2021

www.yesfutures.org



**THE ESCAPE 100 2019
OFFICIAL WINNER**



Programme Manager – Greater London Role Description 2021

Introduction

Yes Futures empowers young people to believe in themselves and discover their personal potential.

We are a multi-award winning charity, established in 2012. Our successful programmes have made a proven difference to the lives of over 2000 young people, and we are rapidly expanding to more schools.

We are now looking for an **enthusiastic and committed Programme Manager** to join our existing Programme Team in September 2021. As a Programme Manager, you will be responsible for managing the Yes Futures programmes in our partner primary and secondary schools across our Greater London region.

This is a unique opportunity to have an incredible impact, by joining our ambitious team at this exciting stage in the charity's growth. You will have significant ownership over your work, enabling you to thrive and grow your talents in a collaborative environment alongside a supportive, fun team of colleagues.

Yes Futures is an incredible place to work. We are one of the *Top 100 Social Enterprises 2020* and one of the *Escape 100: Best Companies to Escape to 2019*. With us, you will make a tangible difference to young people.

We work across

10

counties in the South
and East of England

We have supported

2096

young people since
our launch in 2015

We will welcome our

60th

partner school
in March 2021

We've trained

262

Yes Futures Coaches
since 2015

About Yes Futures

Yes Futures empowers young people to believe in themselves. We do this through a range of award-winning personal development tools and programmes, which enable young people to develop essential skills and positive wellbeing in school and at home.

Our **Finding Futures** (primary) and **Rising Futures** (secondary) programmes offer targeted support for selected students, inspiring them to fulfil their potential through personalised coaching sessions and real-world experiences. We focus on building four fundamental skills, which enable students to be successful in school and beyond: Confidence, Resilience, Communication and Self-Awareness.

Every child deserves the opportunity to fulfil their personal potential. Through our work, we develop young people's skills to prepare them for whatever future they choose. Ultimately, we aim to create a cultural shift in education: where non-academic skills are developed with the same focus as academic skills, enabling students to be successful both at school and beyond.

Find out more on our website: www.yesfutures.org

A future where all young people are confident, resilient and lead fulfilling lives

The Programme Manager Role

We are looking for an exceptional individual who is as passionate as we are about empowering students to believe in themselves and discover their personal potential.

As a Programme Manager, you will be integral to the running of the Yes Futures programmes and a vital link between the Yes Futures head office and our schools.

The role of the Programme Manager is to oversee and manage the programmes within a region of schools, which includes a mixture of primary and secondary schools. You will be joining an already strong and supportive team of Programme Managers working across our four regions (we cover the South East quarter of England).

Location and logistics

This particular role will cover our Greater London region, which includes all London boroughs and some of the surrounding counties, e.g. Hertfordshire, Berkshire, Surrey and Essex.

All travel to schools is included within your working hours and travel expenses are covered. Typically a Programme Manager will travel no more than 60-90 minutes to their allocated schools (depending on where they live within their region).

Within a typical working week, a Programme Manager has 2-3 delivery days (in-school sessions or trips) and 2-3 days working from home. You will be in control of planning these sessions and your working time.

Please note, this role is offered with the flexibility for you to work from home on your non-delivery days. As such, you must have a suitable working environment at home.

Programme cycles

Our programmes run twice per year, during school term-time. The cycles are from September – February and March – July. As a Programme Manager, you are likely to have a different allocation of schools each programme cycle, although we have a strong retention rate and aim to keep Programme Managers managing the same school relationships year-on-year.

In any one programme cycle, you will be directly responsible for up to six cohorts of students (average cohort size = 15 students) across six schools, as well as a volunteer Coaching team (typically 2-6 volunteers) in each school.

Start date

Our next cohort starts from 13th September. Ideally, we are looking for a Programme Manager to **start on or before the 1st September**, in order to provide a comprehensive induction before you begin delivery.

What key skills and knowledge areas will you develop in this role?

You will develop a range of key skills and knowledge areas in this role, including: youth engagement, event and trip management, volunteer management and development, programme delivery and group facilitation, coaching and personal development, impact evaluation and techniques, curriculum design.

We provide full training in our programme content, coaching, behaviour management, safeguarding, mental health first aid and first aid.

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Benefits to you

Yes Futures is a small, rapidly growing charity. By joining us at this critical stage in our development you will have a significant impact on our growth and future success. If you are enthusiastic, ambitious and open to challenging yourself by applying your talents to a dynamic, young charity... we need you!

We have always been proud of our support and team culture. In 2019, we were named one of the 'Escape 100: Best Companies to Escape To' by Escape the City in 2019 - the first year of the awards. We achieved one of the top 100 scores out of over 1500+ organisations, based on our workplace culture and employee satisfaction.



In spring 2021, we launched our new benefits list, which has been co-created by the whole team:

Generous reward package

- 25 days' holiday + bank holidays, increasing year-on-year to 30 days' holiday after five years of service.
- Additional 3 days' volunteering leave, so you can focus on your other charitable passions.
- Workplace pension with employer contribution of 5%.
- Generous sick, compassionate, maternity, paternity and adoption pay policies.

Flexible approach to work

- Flexitime policy (with core working hours 10am - 4pm).
- Flexible working policy, allowing you to work from home as well as the office.
- TOIL allowance for any overtime worked, including three days' leave for every residential weekend worked.
- Summer Fridays: An optional early finish on each Friday within the school summer holidays.

Impact and ownership

- Make a substantial impact by taking on a fundamental role in the development of a growing charity.
- Join our large community who are all making a life-changing difference to young people.
- Enjoy working with other like-minded people, volunteers and organisations who care about doing an excellent job.
- All team members have a high degree of responsibility, autonomy over their own workload and are trusted to manage their own time.

Professional development

- Generous CPD allowance for professional development and qualifications.
- Dedicated CPD time, for example through 'Best Practise' meetings and 'Personal Growth' objectives.
- Regular team-wide training, including First Aid training and Mental Health First Aid training.
- Opportunities for cross-organisation working, enabling you to develop skills and interests outside your core role.

Supportive, positive team culture

- Learn from passionate, skilled colleagues who are welcoming of diversity and different points of view.
- Team members' contributions are often implemented, through regular and open feedback channels.
- Genuine focus on staff development and dedicated time with line manager at least monthly.
- Team recognition at every work anniversary and celebration of long service.

And some more good stuff!

- Small, friendly and fun staff team who have regular Team Days and social events.
- Central Brixton office with bright and airy working environment.
- Office is close to National Rail, the Victoria line and a vibrant neighbourhood of cafes, restaurants and shops.
- Teas, coffee, milk and oat milk provided in the office – as well as regular cakes!
- Environmentally friendly approach to work.
- Laptop and work phone provided, so you can work from anywhere.

Main Responsibilities

You will be one of a small team of Programme Managers, dedicated to delivering excellent programmes which make a positive difference to the lives of students.

The main responsibilities of the Programme Manager role are:

Programme delivery

- Responsible for the care and wellbeing of all students in your schools on the programme;
- Communicating with parents where necessary during the programme, by email, letter and telephone;
- Planning and delivering whole-group workshops for students;
- Planning and delivering information and celebration events for students and parents;
- Delivering coaching sessions to students where required;
- Developing business and charity partnerships for day trips;
- Planning and delivering the day trips included in the programme;
- Supporting the planning and delivery of the Into the Wild residentials (once Covid-safe);
- Implementing discipline procedures, including reporting serious discipline issues;
- Implementing all necessary Health and Safety and Child Protection procedures, including recording and reporting any incidents;
- Ongoing communication with the school and Yes Futures head office regarding student engagement and progress.

Organisation and administration

- School onboarding, including ensuring that dates are planned, students are recruited and parental agreements are returned;
- Planning and organising the logistical elements of the programme (timetables, activities, sessions plans etc) through liaising with Yes Futures head office, school staff, businesses, charitable organisations and the rest of the Coaching team;
- Creation of Risk Assessments, parent letters and programme-related documents for schools;
- Sourcing materials needed for programme sessions, including lunches for trips;
- Assisting with finance and petty cash where required.

Management of volunteer Yes Futures Coaches

- Managing and developing the skills of your Coaching teams (usually 2-6 adults per school);
- Ongoing communication with your Coaching teams, to foster their enthusiasm and commitment;
- Supporting Coach recruitment for future programmes;
- Supporting the planning and delivery of training for Coaches;
- Maintaining accurate and secure records of Coaches' personal information, absences, sickness and other relevant information.

Evaluation and reporting

- Facilitating the pre-, mid- and end of programme evaluations;
- Oversight and input of key student monitoring data and impact data;
- Debriefing and ongoing feedback collection from schools and Coaches;
- Ensure all work is carried out in an effective and timely manner to support continued high standards of the Yes Futures programmes.

Programme Managers will also be given the opportunity to support with other Head Office functions, including but not limited to:

- Assisting the Chief Executive with strategic planning;
- Supporting the marketing of Yes Futures to new schools and customers;
- Developing our fundraising strategy through bid writing and other fundraising tasks;
- Establishing relationships with key partner organisations;
- Strengthening our programme design and theory of change;
- Planning our future Ambassador offer and other pilot programmes.

In addition, as part of our focus on employee development, you will be able to dedicate time to individual personal development opportunities and gain further professional growth through leading working groups in strategic areas in which you are interested.

A taste of life at Yes Futures...



Celebrating successes with our team, Trustees and volunteers



Supporting students to thrive through our unique coaching programmes



Providing life-changing experiences which open students' eyes to future possibilities

A future where all young people are confident, resilient and lead fulfilling lives

Person Specification

Positive IMPACT is at the heart of everything we do. We are looking for individuals who demonstrate our organisation-wide 'Positive IMPACT' values of:

Inclusivity - *We value the input of our entire community and embrace diversity.*

Motivation - *We are inspired by the results we achieve.*

Professionalism - *We are dedicated, passionate experts who deliver excellence.*

Ambition - *We inspire ambition in all the people we work with.*

Collaboration - *We work together to create lasting impact.*

Trust - *We believe in our programmes and trust each other.*

The person specification describes the characteristics (skills and experience) that are needed to carry out the duties in the role description and will be used as the basis for short-listing and interview.

Skills

- Strong personal presentation skills and a proven ability to communicate confidently, enthusiastically and effectively, including presenting, writing and speaking fluently in English;
- An ability to quickly establish effective relationships based on trust and respect with both children and adults, both within a group setting and one-to-one;
- An understanding of how to communicate effectively with schools, teaching staff and students' parents;
- Ability to act as a role model and show skills to lead an effective coaching conversation;
- The ability to motivate self and others, and an understanding of the importance of self-reflection and continued personal development;
- Ability to work independently, with a pro-active, creative and positive attitude;
- Outstanding time-management skills, with an organised and methodical approach to managing multiple projects simultaneously;
- Empathy and integrity;
- Proficient computer use, including word processing and spreadsheet use;
- A keen interest and up-to-date knowledge in education matters and issues affecting young people;
- Passion for Yes Futures' work and a drive to increase the charity's reach.

Experience

- A strong commitment to and experience of supporting the personal development of young people;
- Planning and delivering workshops or classroom activities to groups of young people;
- Sourcing and fostering good relations with other agencies, e.g. schools, businesses and non-profits;
- Working with young people who may occasionally display challenging behaviours;
- Supporting or mentoring junior colleagues to develop professionally;
- Understanding of child protection and data protection laws and principles;
- Maintaining confidentiality when required;
- Ability and willingness to travel within the region of your placement schools, including longer-distance for residential weekend trips;
- Currently (or willingness to be) DBS checked;
- Experience working in the education sector (non-essential);
- Experience of volunteer recruitment and management (non-essential).

Terms and Conditions of Employment

Salary

£27,000 to £30,000 per year (depending on experience). This is inclusive of a London weighting. Payment is made on a monthly basis to a nominated bank or building society account.

The role also includes a 5% employer pension, generous individual CPD allowance and flexible working.

Annual Leave

The starting annual leave entitlement is 25 days plus all statutory bank holidays. Annual leave entitlement increases with length of service. In addition, you are also offered three days volunteering leave per year.

We request that Programme Managers do not take extended periods of leave during term time, as it is critical for the success of the programmes that they are available to attend all their school session dates.

Line Management

You will report to the Head of Operations, who will provide regular meetings/phone calls to support you in your role. You will also have regular support from your fellow Programme Managers and the Senior Programme Manager, who will lead your induction and ongoing training.

Contract type and hours of work

This role is offered as a permanent contract at 37.5 hours per week. Hours of work are typically 9am – 5:30pm, however we have a flexible approach.

You will be expected to cover all hours of your schools' programme delivery, which may include some sessions starting before 9am. You will be in control of planning these sessions and your own working time. You will also be expected to attend approximately four Yes Futures residential trips per year, which are run over a weekend. Three days additional time off in lieu is granted for all employees who work on the residential trips. For more detail on the programme delivery model, please see below.

Place of work

This role is offered with the flexibility for you to work from home. You will need a suitable working space with access to the internet. Yes Futures will provide a laptop and mobile phone for the purposes of fulfilling your role only. You will be required to travel to schools and other locations in and around your assigned region on a regular basis. You will also be expected to make occasional visits to Yes Futures' Head Office, which is currently in 3 Space International House, Brixton, London, SW9 7QE.

Appointment and termination of employment

We will request references following interviews for the successful candidate only. Offer will be made subject to satisfactory references and proof of eligibility to work in the UK. Your probationary period will be six weeks. After this time, the period of notice to terminate the appointment will be two calendar months by either party (one week during the probationary period).

Volunteers

Volunteers are at the heart of Yes Futures' work. Yes Futures is committed to involving volunteers in its continuous development and to offering volunteers the best of experiences. All Yes Futures' team members will be expected to support our volunteering ethos.

How to apply

If you would like to apply, please send a CV and cover letter (max 500 words), detailing **your motivations for applying and what skills/experience you can bring to the role** to applications@yesfutures.org quoting the role title and your name the subject line (e.g. "Programme Manager: Joe Bloggs").

Dates and recruitment timeline

Deadline for applications: **Sunday 15th August 2021** at midnight.

First-round Online Interview: **Tuesday 17th – Wednesday 18th August 2021.** You will be informed by the end of the day on Monday 16th August if you have been shortlisted and will be offered a 45 minute timeslot within this date range. We will be unable to accommodate other dates for interviews, so if you have a time preference within these two days, please let us know this in your application.

Second-round Assessment Centre: Should your first-round interview be successful, you will be invited to an Assessment Centre at the Yes Futures head office in Brixton (London). This will follow all Covid-secure guidelines and is expected to take place on **Friday 20th August**. Please keep this date free. You will be informed the end of the day on Wednesday 18th August if you have been successful in getting to this stage.

Start date

Our next cohort starts from 13th September. Ideally, we are looking for a Programme Manager to start **on or before the 1st September**, in order to provide a comprehensive induction before you begin delivery.

Further information

Please note in accordance with the Asylum and Immigration Act 1996 to apply for a position with Yes Futures, you must eligible to work and live in the UK.

If you have any questions about the role or want to know more about the recruitment process, please email us at applications@yesfutures.org

We look forward to hearing from you!

Application deadline: Sunday 15th August 2021 at midnight.



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What our current employees say about working at Yes Futures

We are only a small team, but we all love working at Yes Futures!

"As well as every day being different, and the work we do being so rewarding, we have a fantastic team of dedicated, intelligent, interesting, passionate people! It's wonderful to be part of it all!"

"It is an extremely positive and supportive working environment. All employees / volunteers are valued and encouraged to contribute across all areas of the charity. The team are so enthusiastic and passionate about the fundamental ethos - helping to build a positive future for young people."

"An extremely supportive and positive working environment at all times. All colleagues feel valued and encouraged to contribute to all areas of the charity. The energy and enthusiasm that goes in to supporting Yes Futures students is inspiring. "

"Yes Futures is an energetic, innovative and friendly organisation. We have a rapidly growing team of employees and volunteers, and every individual is made to feel part of the team."

"It's a fun and friendly environment to work in. Our whole team is so hard-working and dedicated to what they do, bringing a fantastic energy to both the office and the schools that we work in!"

"Yes Futures is a great, friendly place to work! Employees and volunteers are all made to feel very welcome. "

"Fantastic team morale and support. Dedicated to our cause, professional and passionate about helping young people. Listens to employees, open to ideas, flexible approach."

"I work with a supportive team with great passion and energy. We are all so different but share a passion for supporting young people. Our CEO is an inspiration and leads the way with her positivity, drive and enthusiasm. "

More information about the Yes Futures programmes



"Teachers have commented how much happier and more confident the children on the programme are. They are all speaking up in class more and taking on more of a leadership role in group work. We are all really pleased to have joined the programme. Thank you all for your hard work and commitment to providing a brighter future for our pupils." - **Siobhan Malcolm, Teacher, Montem Academy**

The Programme Structure:

Our Finding Futures (primary) and Rising Futures (secondary) are run slightly differently, but have the same core elements:

Coaching sessions: Each student receives personalised Coaching sessions with a fully-trained, volunteer Yes Futures Coach. Our Coaches support students to self-reflect and take responsibility for their development.

Throughout the programme students use Yes Futures' award-winning **Talent Toolbox** to document experiences and skills they developed during the programme. The Talent Toolbox focuses on four key talent areas: **confidence, communication, resilience** and **self-awareness**. Students set themselves challenging targets throughout the programme and work hard to achieve these.

The Coaching sessions run throughout the programme, in between the group sessions and the three trips. The Coaching sessions in our secondary school programme (Rising Futures) are one-to-one online sessions, whereas on our primary school programme (Finding Futures) they are delivered in small groups (of between 2-5 students).

Group sessions: As well as the Coaching sessions, there are three in-school group sessions run throughout the programme. We invite parents and teachers to three of these sessions:

Welcome Session: An informative session for students which introduces them to the programme and their Coach. We also run an online session for parents at the beginning of the programme.

Graduation: After the five months of intensive support, students celebrate their achievements throughout the year and are presented with an achievement certificate in front of parents, peers and **teachers**.

At this point, the students begin their Self-Coaching Journey, which enables them to embed their personal development habits into their everyday life.

Progress Presentation: Run five months after the Graduation, this is a chance for the Yes Futures team to check in with students' progress, prompt them to continue their positive developments and assess longer-term impact.

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Play Your Part: Students are immersed in a community action project for a day, developing their citizenship. Through volunteering, students realise the benefits of 'giving back' and gained practical, hands-on work experience.

For example, some students visited **Horsell Common** where they chopped down trees, cleared away overgrown bushes and toasted marshmallows around a fire! They demonstrated excellent teamwork and communication skills.

World of Work: Students develop an understanding of working life through valuable, first-hand experience. Through a day visiting a workplace, students get to network with a range of professionals.

For example, some student visited **Hewlett Packard's** Head Office where they met staff from different areas of the business and got a preview of some of HP's new technology. Students developed their own ideas for a new HP product and pitched this to HP staff.

Into the Wild: Students attend a three-day residential at a **PGL activity centre**, where they come together with students from other Yes Futures partner schools. Throughout the weekend, students participate in an action-packed timetable of activities such as raft building, rockclimbing and the 'giant swing'. Students develop team work, communication skills and resilience through a range of physical and problem-solving challenges in an unfamiliar, countryside environment.

For further information, please visit our website where you can see our programme brochures: <https://www.yesfutures.org/school-programmes>

Our Impact Results so far:



82% of students were more motivated to achieve at school



82% of students felt more prepared for the future



85% of students felt that the programme has made a positive difference to them



100% of teachers would recommend the programme

"I can see a difference in my son's confidence and his wanting to achieve his potential. Yes Futures is a fantastic opportunity for young people. We are very impressed!" – **Parent of a student on the Rising Futures programme**

"Yes Futures has helped me in countless things; making new friends, building my communication skills and hardly ever giving up. Thank you to all my friends, school and Coaches for helping me get over my fears." – **Year 5 Finding Futures student, Norbury School**

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"The Yes Futures Coaches were incredibly professional, patient and well organised throughout the programme. It was a pleasure to work with you." – **Mr Scott Moore, Head of Year at Hoe Valley School in Woking**



"Every teenager ought to experience a programme such as the Yes Futures programme. The development of young people's confidence and skills, through real-world exploration and challenges, is essential to their life chances in the 21st Century".
– **Sir Michael Barber, Former Prime Minister's Education Advisor**



"Having the opportunity to work with and see the impact you're having on young people at a very early stage in their lives is amazing. Knowing that you're setting them up with skills that they will use for the rest of their lives is an incredible opportunity, and one that I just would not have got without Yes Futures - thank you!" – **Tom Pocock, Yes Futures Coach**





A selection of our Partners

