



Job Description: Programme Management Co-ordinator



*our team are working together with the community of East London to make this a fairer happier place.
Join us and play your part

Reports to: Head of Service Design & Delivery

Salary: £21,428 per annum (£30,000FTE)

Working Hours: Part-Time 25 hours a week - flexible working arrangements welcomed

Location: 28 Commercial Street, London, E1 6LS.

Contract Permanent

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Letter from Head of Service Design and Delivery: Programme Management Co-ordinator

Dear Candidate,

Thank you for your interest in the role of Programme Management Co-ordinator at Toynbee Hall. The person taking on this role will have the unique opportunity to increase our impact as an organisation, by putting into place systems and safeguards that make us more organised and efficient, and training our managers to use them. This is not an admin role, it is an organisational transformation role for someone who understands project management and can support others to do so too.

Our diverse, enthusiastic and creative team work hard everyday to make East London a Fairer and Happier place. The team are brilliant at doing, at helping and at getting a lot done with very little resources. The team help thousands of people a year get advice, attend events and community activities, volunteer and run their own projects. We need your help to make us efficient as possible.

You'll counter balance the teams creativity by putting into place systems to help them plan, manage and communicate projects. You'll reduce duplication of work, and simplify daily life by helping us all use shared processes, checklists and ways of communicating. You'll have your eye on risk, on the things that need reviewing and updating regularly and help us to prioritise the important over the urgent, so we can make real and sustained progress rather than constantly reinventing the wheel.

You'll be straightforward, friendly and easy to work with. You'll design systems that are easy and instinctive for human beings to use and be patient in supporting them to do so. You'll be confident in reminding us of the benefits of using systems, and in supporting your colleagues to work in new ways. You'll be a core part of the services management team, working with all the other managers in our team, and with teams across the organisation, to make us more organised, and as a result able to better help more people. This is a new way of working for us – so we'll be grateful for your confidence, experience and patience. In exchange for all the above you'll get to work with a really friendly and supportive team and do work you can be really proud of. At Toynbee Hall we are committed to flexible working, so if there is a way to structure this job so it makes your life easier or happier we'd really welcome a conversation about that.

We can't wait to meet you.

Ed Archer - Head of Service Design & Services



Job Description:

Programme Management Co-ordinator

Responsibilities and Accountabilities:

1) Support teams to:

- a) Consistently and helpfully keep records of what they are doing
- b) Navigate organisational policies and procedures with confidence
- c) Reduce duplication of effort when undertaking tasks by producing checklists and resources
- d) Audit what they are doing, and learn from that
- e) Connect with and learn from each other

2) Support managers within the organisation by:

- a) Putting into place project planning and delivery systems, to articulate plans, manage risk and identify dependencies
- b) Developing a training and development programme for managers to skill them up to use these systems
- c) Supporting them to track their progress against milestones, identify and tackle bottlenecks and re-plan when necessary
- d) Managing diary alerts for the team, booking meetings and ensuring that team members are aware of any actions to take away, success measures and timescales
- e) Creating a system for managing the use of the community centre by different stakeholders and communicating the monthly schedule to the team and to our communications team
- f) Supporting teams to undertake regular reviews of the data they hold, and ensure it is clean and up to date.

3) General:

- a) Engage with and, where appropriate/agreed, lead the relationships with key partners in the sector
- b) Build good working relationships across the organisation
- c) To undertake any other appropriate responsibilities that may arise

4) Managing Yourself

- a) Work to an agreed annual work-plan meeting targets and milestones
- b) Prioritise and manage your own workload
- c) Take responsibility for your personal development and seek out opportunities for support and development



Job Description: Volunteering Programme Manager

Key Knowledge and Skills

	Essential	Desirable
Experience of using Project Management Processes	x	
Experience being accountable for creating and implementing Project Management Processes		x
Experience creating and testing checklists and resources with people who are using them		x
Experience of diary management, and tracking milestones on projects	x	
Experience of co-ordinating work with a team of people you don't line manage		x
Experience in supporting teams to work in new ways	x	
Experience of expressing complex information in an interesting, accessible and accurate way.	x	
Excellent record keeping skills and attention to detail	x	
Excellent organizational skills and the ability to multi-task	x	
Experience using CRM systems, and/ or project management systems	x	
Excellent IT skills, Microsoft Office	x	

Recruitment Timetable

9am 19th October 2020 - deadline for applications

23rd October - shortlisted candidates invited to interview

w/o 2nd November - interviews. These will include a panel interview with Toynbee Staff team, and a test.

Interviews are likely to be online - all details you need will be sent in advance.

If there are any adjustments we can make to give you your best chance to shine in the interview, please let us know at this stage. We'll do our best to accommodate all reasonable requests.

late November/ early December 2020 - Successful candidate starts work



Training

Toynbee Hall provides all necessary induction and training, and encourages and, where possible, supports the upgrading of appropriate skills and qualifications. All employees will receive regular support and supervision. For this role in particular we know we are looking for a varied skill set. If you need advice and support to develop your practice to thrive in this role then a development plan will be part of your induction.

Volunteers

Volunteers are at the heart of Toynbee Hall's work. The organisation is committed to involving volunteers in its continuous development and to offering volunteers the best of experiences. All Toynbee Hall staff members will be expected to support the volunteering ethos and to work alongside the volunteer team to promote and facilitate the involvement of volunteers wherever appropriate.

Monitoring and Evaluation

Toynbee Hall takes an outcomes and theory-based approach to its self-evaluation and monitoring. This means that the organisation is committed to gathering evidence of its effectiveness, and to using this information to learn, improve and communicate. All Toynbee Hall staff members will be expected to support this approach and to take part where appropriate in monitoring and evaluation planning and practice.



How we score and shortlist applications

We score applications without the front sheet, so we don't know any personal details about candidates before interview – all the shortlisting panel see is your previous experience, qualifications and your personal statement. The personal statement is by far the most important part of the application. We use a score sheet to fairly shortlist applicants. Basically we score against each point of a personal specification separately. You get 0 points if you don't mention it at all up to 3 points if your answer is amazing.

The best way to ensure your application scores well is to use the star technique. So for each point on the Personal Specification give an example of when you've done it. STAR stands for:

Situation (what was happening)

Task (what you were supposed to do)

Action (what you did)

Result (what was the result of your work)

The easiest way to score highly is to cut and paste the personal spec and then write one or two examples under each heading to show you've done that before. If you haven't done exactly that thing, but think you've demonstrated the skills you'd need somewhere else in your life mention that too, you don't just have to think about work experience, anything you've done across your life counts. Doing all of them in order makes it so much easier for us shortlisting. We often have lots of applications to get through – so it's really appreciated if you make it easy for us to score you well. Make sure you mention any item on the personal specification that has essential against it, even if it seems obvious to you that you'd have it.

Three different people will independently and without discussion score your application. Then once this is done they will meet to discuss and aggregate their scoring and agree who they want to meet. Normally the highest scoring candidates will be invited to interview.

If you are invited to interview you will be given information about the format of the interview, any task you'll need to complete, and who will be on the panel in advance. You will also be asked if there are any adjustments you would like us to make to give you the best possible chance to do well. Please let us know how we can support you to be as comfortable as possible in the interview environment.