

Sunshine Coach Programme Manager



Job description

Job Title: Sunshine Coach Programme Manager

Department: Programmes

Location: Camden, London

Duration: Permanent

Working Hours: Full time - 35 hours per week, however part time - 28 hours per week will be considered.

Line Manager: Head of Programmes

Salary: £30,000-£32,000 per annum

About Us

In the UK there are more than 1.3 million children and young people living with a disability and nearly four million children living in poverty.

We exist to improve the lives of these children and since 1949 Variety in the UK has raised more than £270m in pursuit of this objective.

Variety provides practical and tangible help that makes an immediate difference, which includes grants for specialist equipment as well as accessible transport used by schools and not-for-profit organisations across the UK.

About the role

Variety's Sunshine Coach programme provides accessible transport to schools and organisations all over the UK. For disabled children and those with Special Educational Needs, travelling can be challenging, exhausting and expensive. Our Sunshine Coaches provide transport solutions so that children can experience more environmental education, recreational activities and real-life experiences which build life skills such as an increase in independence, risk appropriation, academic achievement, and creativity. We also provide Sunshine Coaches to mainstream schools and groups supporting disadvantaged young people.

The Sunshine Coach Programme Manager is responsible for the successful running of the programme including all elements of the grant application process, the smooth coordination of delivery logistics and ensuring that annual delivery targets are met.

Principal Responsibilities

Programme Coordination

- Coordinating the Sunshine Coach Programme, ensuring it is delivered to a high standard and in line with Variety's policies and procedures.
- Working with the Head of Programmes to set annual delivery targets, manage the Sunshine Coach budget and develop the Sunshine Coach Programme.
- Providing regular financial and summary reports to the Head of Programmes and Sunshine Coach Committee, identifying statistical trends and projected expenditure.
- Overseeing procurement and tendering processes for vehicle suppliers.

- Working closely with the Variety Golf Society to agree projected annual sponsorship numbers and to allocate beneficiary organisations at the point of application.
- Collecting monitoring information to measure impact.
- Handling Sunshine Coach related complaints and concerns.
- Staying up to date with technological advancements and changes in the field of accessible transport and vehicle legislation.
- Actively working with beneficiary organisations to increase the number of vehicles donated back to Variety at the end of their working life.

Logistics and Coordination

- Placing orders with vehicle and other suppliers, ensuring prompt payment of invoices, and ensuring that all component parts of the process receive appropriate sign off.
- Liaising with vehicle sign-writers to ensure accurate bespoke livery for each vehicle.
- Working with vehicle suppliers to maintain an adequate stock level of vehicles to reduce delivery waiting times.
- Coordinating vehicle delivery dates and presentations with suppliers, sponsors, and beneficiaries.
- Overseeing the resale and disposal process of Sunshine Coaches when they are donated back to Variety from beneficiary organisations by liaising with Variety's appointed auctioneers.

Customer Service and Administration

- Providing excellent customer service to applicants and prospective applicants, giving advice and guidance over the phone and via email.
- Processing all grant applications in a timely manner, ensuring the accurate recording of information at each stage of the application process and in line with Variety's Data Protection Policy at all times.
- Working with the Marketing & Communications department to design and oversee the implementation of a national schools engagement strategy to increase school awareness of the programme and ensure a pipeline of applications.
- Providing administrative support for Sunshine Coach Committee meetings including preparing agendas and reports, taking minutes, and ensuring actions are followed up in a timely fashion.
- Collecting and collating impact measurement data.
- Providing telephone and email support to Variety's regional branches as required.
- Providing administrative support for other Programmes depending on workload, capacity, and departmental demand.

Safeguarding Responsibilities

- We are committed to safeguarding and promoting the welfare of children and young people and expect staff to share this responsibility. As part of this commitment, a basic disclosure check will be required.
- Keep up to date and comply with relevant safeguarding policy, procedure and training.
- Ensure effective practices to safeguard children, young people, staff and volunteers.
- Raise safeguarding and welfare concerns to the Head of Programmes/Designated Safeguarding Officer.

General Responsibilities

- Working within Variety's data protection policies at all times.
- To be familiar and comply with Health & Safety procedures and policy. Assuming responsibility for risk management in line with Variety's Risk Assessment and Critical Incident policies and procedures.

Person Specification

Skills

Excellent administrative and multi-tasking skills.	Essential
Highly organised, with a track record for meeting deadlines.	Essential
Excellent written and verbal communication skills.	Essential
Detail orientated and able to work with accuracy.	Essential
Excellent interpersonal skills, with an ability to manage internal and external stakeholders.	Essential
Able to work collaboratively to ensure outcomes are agreed and delivered on time.	Essential
Computer literate with the ability to analyse and manipulate data.	Essential
Able to apply sound judgment while working independently.	Essential
Able to work under pressure, with tact and diplomacy.	Essential
High degree of commitment and a conscientious approach to work.	Essential
Creativity and innovation in developing improvements to processes and structures.	Desirable

Knowledge

Good understanding of the principles of customer service.	Essential
Working knowledge of Microsoft packages, especially Excel.	Essential
Knowledge of the barriers and challenges faced by children and young people who are disabled and disadvantaged.	Desirable
Technical knowledge of CMS software (preferably Microsoft Dynamics).	Desirable

Experience

Experience managing logistics.	Essential
Working with schools in a sales or procurement capacity.	Essential
Managing stakeholder/supplier relationships.	Essential
Managing budgets.	Essential
Designing and delivering successful marketing campaigns.	Desirable
Working with committees/advisory groups.	Desirable
Minute-taking.	Desirable
Working in a customer service environment or public facing role.	Desirable
Working within the not-for-profit sector, preferably in relation to disability.	Desirable

Further Information

Variety, the Children's Charity, is committed to the principle of equality regardless of race, colour, ethnic or national origin, religious belief, political opinion or affiliation, sex marital status, sexual orientation, gender reassignment, age or disability. It is the responsibility of employees to apply Variety's Equal Opportunities and Health and Safety policies in their own area of responsibility and in their general conduct.

The post holder will be expected to contribute to the overall aims of Variety by assisting in the coordination and administration of any activities related to the charity.

The post holder will have the opportunity to work as a volunteer on many of Variety's major events and will be expected to work together with Variety staff and volunteers in the generation of ideas and initiatives that will contribute to the growth and development of the Charity.

Occasional evening and weekend working will be required.

Travel around the UK will be required occasionally.

Benefits

- Generous pension scheme (Variety will make employer contributions of 7% and employees will be required to make contributions of 2%).
- 25 days annual leave.
- Contractual sick pay is available after completion of 3 months service.
- Membership to a health and well-being cash plan scheme on completion of a 6-month probationary period.
- 'Death in Service' scheme (Life Assurance).

How to Apply

To apply, submit the following to Keeley Williams, Head of Programmes at keeley.williams@variety.org.uk with the subject line Sunshine Coach Programme Manager Application:

- CV (no longer than two sides of A4)
- Supporting statement explaining how you meet the requirements of the role (no longer than two sides of A4)
- Equal Opportunities Monitoring Form

Closing date: 9am on Monday 6th September 2021

Applications will be considered on a rolling basis, therefore, we advise candidates to apply at the earliest convenience.

Two references will be required. At least one reference should be from your current or most recent employer.

Accessibility

Please inform us if you have any special requirements which we might need to consider in relation to the selection process, e.g. attending interview. Any requests will not be taken into account when selecting for this role.

Eligibility

Proof of eligibility to work in the UK is required.

Post holder will be required to complete a basic DBS application prior to commencement of employment.

If you would like to discuss the role, please contact Keeley Williams, Head of Programmes at keeley.williams@variety.org.uk