

JOB DESCRIPTION

JOB TITLE: Sunshine Coach Programme Manager

REPORTS TO: Head of Programmes

DEPARTMENT: Programmes

SALARY: £27 - 29,000 depending upon experience

DURATION: Permanent

WORKING ARRANGEMENTS: Full time, 35 hours per week

Job Purpose

For 57 years, Variety's Sunshine Coach programme has been providing accessible transport to schools and children's organisations all over the UK. For disabled children and those with Special Education 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-time experiences which build life skills centring on an increase in independence, risk appropriation, academic achievement and creativity. We also provide Sunshine Coaches to mainstream schools and groups supporting young people living with economic disadvantage.

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

Principal Responsibilities

A. Programme Management

- Managing the Sunshine Coach Programme, ensuring it is delivered to a high standard and in line with Variety's policies & procedures.
- Acting as the main point of contact for the programme both internally and externally.
- Working with the Head of Programmes to set annual delivery targets.
- Managing the Sunshine Coach Budget.
- Working with the Head of Programmes & Chair of the Sunshine Coach Committee to design and implement a marketing strategy in order to increase awareness of the programme and ensure a full pipeline of applications.
- Overseeing procurement & tendering processes for vehicle suppliers
- Actively work with beneficiary organisations to increase the number of vehicles donated back to Variety at the end of their working life.
- Working closely with the Variety Club Golf Society in order to agree projected annual sponsorship numbers and to allocate beneficiary organisations at the point of application.
- Handling all Sunshine Coach related complaints received from members of the public.

B. Logistics

- Working closely with Fundraising Department & Regional Teams to ensure that sponsorship is in place before an order is placed.
- Placing orders with vehicle and other suppliers, ensuring prompt payment of invoices.

- 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 in order to reduce delivery waiting times.
- Co-ordinating vehicle delivery dates and presentations with the supplier, sponsor and beneficiary.
- 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.
- Working with beneficiary organisations to ensure that donations made towards the cost of a vehicle are received in a timely manner.

C. Administration

- Providing excellent customer service to applicants and prospective applicants, providing 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.
- Overseeing the allocation and completion of application investigations to Committee Members & other volunteers, ensuring they operate within Variety's Data Protection Policy at all times.
- Providing administrative support for Sunshine Coach Committee meetings including preparing agendas and reports, attending meetings, taking minutes and ensuring actions are followed up in a timely fashion.
- Providing regular financial and summary reports to the Head of Programmes & Sunshine Coach Committee, identifying statistical trends and projected expenditure.
- Designing and implementing programme evaluation methodologies
- Collecting & collating impact measurement data
- Contributing to the development of audits and evaluation reports.
- 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.

D. Marketing & Other Responsibilities

- Supplying the MarComms team with relevant content for written case studies, press releases, our website, fact sheets and other PR related activities.
- Attending marketing events as required.
- Attending and supporting, as required, Variety Fundraising Events.
- Staying up to date with technological advancements & changes in the field of accessible transport and vehicle legislation.
- Supporting the Head of Programmes in the development of Variety's Sunshine Coach Programme.

General Responsibilities

- Achieving the highest standards of safeguarding for the children and young people who come into contact with Variety by complying with all appropriate Policies and Procedures. This includes working within Variety's data protection policies at all time.
- Complying with Health & Safety procedures and policies, assuming responsibility for risk management in line with Variety's Risk Assessment & Critical Incident Policies & Procedures.
- Promoting Variety's equality and diversity strategy linking with equality and diversity frameworks to ensure promotion of best practice and to inform and develop appropriate action plans.

- Pro-actively working cross functionally with other departments, regions and countries.
- Contributing to the overall aim of the Charity by assisting in the co-ordination and administration of any activities related to the charity as directed by the Head of Programmes.

Variety operates within a constantly changing environment and as such work priorities and targets may change. Heads of Department reserves the right to make reasonable changes to the job purpose and accountabilities.

Occasional evening & weekend working will be required.

Skills, Knowledge & Experience Required

Skills

Excellent administrative skills with an ability to multi-task	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 & 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 disabled children and young people	Desirable
Technical knowledge of CMS software (preferably Microsoft Dynamics)	Desirable

Experience

A minimum of 1 years' experience managing logistics	Essential
A minimum of 1 years' experience in project management	Essential
Managing stakeholder / supplier relationships	Essential
Designing and deliver successful marketing campaigns	Essential
Extensive experience of administration within an office environment	Essential
Working in a team	Essential
Managing budgets	Essential
Working with committees	Desirable
Minute-taking	Desirable
Working in a customer service environment or public facing role	Desirable
Working with schools and/or children's groups	Desirable
Working within the not-for-profit sector, preferably in relation to disability	Desirable