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**Job description**

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| **Job title:** | Programme Coordinator - 3 Ships |
| **Reports to:** | Programme Manager– 3 Ships |
| **Management of:** | Tutors, Caseworkers– 3 ships |
| **Directorate:** | Strategy & Influence  |
| **Job family:** | Lifestyles & Work |
| **Location:** | Nationwide |
| **Role specific requirements:** | Taking overall responsibility for the management of a programme or range of programmes at a local level  |

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| **Purpose of the role:** |
| The 3 Ships are Mencap’s education based programmes for supporting people with a learning disability to move closer to the job market and gain employment. The 3 Ships are Supported Internships, Traineeships and Apprenticeships. These programmes are funded by the Education and Skills Funding Agency and have components of formal education, employability skills and work placements at their core. The Programme Coordinator- 3 Ships will oversee the delivery of one of these 3 Ships programmes within a geographic area. They will ensure delivery meets the needs of the people with a learning disability and local employers as well as programme and funder requirements. They will ensure that all the programmes within their portfolio are delivered to the agreed curriculum, frameworks and methodology and ensure they meet internal and external standards for quality and impact. This includes Ofsted and ESFA criteria. The Programme Coordinator- 3 Ships will report into a Programme Manager or Programme Lead for the 3 Ships programme they are working on. They will work closely with their manager and the other Programme Coordinators to develop a future strategy for the 3 Ships programme delivery and will engage their teams with KPIs, and plans for development and growth of their programme area. They will manage a staff team of Tutors and Caseworkers – 3 Ships, to support delivery of the programme. They will coordinate and monitor delivery to ensure that it is cost efficient and of high-quality ensuring learners’ needs are met. They will embed consistent ways of working – including data management, quality, delivery, finance – across their teams to meet Ofsted and ESFA standards and will monitor and report on performance and service delivery. They will drive a culture of consistency and continuous improvement across their services. They will lead on the planning and implementation of existing and new programmes and be expected to demonstrate high levels of expertise, professionalism and relationship management. Key stakeholder relationships the post holder will be required to manage include employers, funders and local authorities. They will lead on all aspects of delivery including budget management, staff management (recruitment of new staff, performance management), target setting, reporting, recording and development, safe working and safeguarding. The Programme Coordinator- 3 Ships is responsible for ensuring that services are delivered to ESFA contract requirements in line with Ofsted, contract outcomes, KPIs and Mencap delivery models, quality standards and strategic objectives.They will lead and manage a team who are either working on a Supported Internship, Apprenticeship or Traineeship programme so will need to demonstrate the skills and experience linked to the specific programmes and ensure teams meet all the requirements of effective delivery. This role will act as exemplar practitioner and make a contribution to the development and improvement of teaching, learning and assessment. |

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| **Key responsibilities** |
| **Key roles** * Contract/Programme Performance
* Manager and developer of people
* Budget manager
* Quality assurer
* Ambassador and Liaison

**Responsibilities:*** Has a full understanding of Ofsted and the Education Inspection Framework.
* Takes responsibility for contractual requirements of each programme managed including outcomes, safeguarding, finances, providing guidance and support to the team to drive high level performance.
* Leads the team with monthly case conference, collaborating with Tutors and Caseworkers- 3 Ships.
* Ensures that all data is recorded accurately, timely and in accordance with contractual requirements for reporting and funding.
* Sets individual and team targets to ensure contractual requirements are met.
* Ensures that the work of the team focuses on achievement of the outcomes set for the individual learners and agreed internal and contractual targets.
* Demonstrates that service complies with any regulatory, contractual and Mencap standards, completing effective records and reports in a timely way to the Programme Lead/Manager.
* Provides support as required to other services to share and drive best practice
* Demonstrates an ability to improve performance and quality through the application of problem-solving skills.
* Ensures the team are sufficiently trained and qualified in order to deliver a high-quality service in accordance with Ofsted requirements, by driving CPD.
* Coaches and guides team members to achieve individual KPIs and service targets using agreed performance management processes.
* Takes responsibility for managing income and expenditure in accordance with budget.
* Take responsibility for Access to Work procedures being followed to ensure income targets are met.
* To lead on quality processes at a local level and ensure they are adhered to ensuring appropriate action is taken to rectify any discrepancies between actual performance and expected standards.
* Takes responsibility for ensuring expected level of quality assessing is planned and carried to drive improvements.
* Liaise with the quality team and internal/external quality assessors to mitigate risks and ensure compliance.
* To ensure invigilation of functional skills assessments is undertaken and conducted in accordance with the awarding organisation requirements.
* Be fully conversant with the requirements of the awarding body and keeping on top of changes to unit specification, registration details and final assessment dates.
* Can evidence effective application of agreed delivery tools and frameworks to support safe and effective service delivery.
* Ensures the teams actively partake in reflection events feeding back outcomes to Programme /Lead Manager as appropriate.
* Has responsibility for the completion and monitoring of the Self- Assessment Report (SAR) and Quality Improvement Plan (QIP) within the programme being delivered.
* Leads and supports the team in the service’s self-assessments on performance against the What Matters to Me standards.
* Addresses failures against requirements, complaints and critical incidents and reports immediately to the Programme Lead/Manager.
* Understands and adheres to safe working practices to promote personal safety and the safety of others.
* Takes responsibility for generating new referrals.
* Seeks feedback on service from all stakeholders and reports to the Programme Lead/Manager, escalating relevant findings confidently.
* Can evidence positive professional relationships with all external stakeholders, e.g. employers, families, carers, commissioners.
* Supports the Programme Lead/Manager to identify and maximise local new business opportunities through the promotion of services to a wide audience.
* Positively & professionally represents Mencap and the service/project to all internal and external audiences and promotes other Mencap provision in the area including Mencap Direct.
* Works across internal Mencap business units to achieve best outcomes for individuals using the service.
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**Leadership**

Effective leadership is the key to the success of Mencap. We have developed a leadership approach that we call ‘Our Leadership Way’. More information can be found on MyMencap.

Our leaders are able to demonstrate that they have the potential to excel within all elements of the Our Leadership Way framework. Our leaders demonstrate a genuine passion for Mencap and will represent our core values at all times. As a champion of Our Leadership Way you will apply our leadership code to all aspects of your daily working; committed to upholding professional standards within Mencap, you will approach all aspects of your role in an enthusiastic and positive manner. You will also be expected to:

* engage in our appraisal process and ensure all your team members participate fully in this, offering support where needed; and
* promote and engage with our talent programme ensuring high performers are offered specific support and opportunity to pursue their career development in Mencap as far as possible.

**Our values**



You will role model our five values in all your work activities and also ensure your team displays these values in their everyday work.

**Switched on about learning disability**

We expect our people to be up-to-speed with the current world of learning disability, know about the challenges and realities people face and understand the impact Mencap is trying to bring about. We expect leaders to have an interest in, and desire to know more about learning disability, and role model this with their teams.

**Collaboration**

We expect people to be brilliant at collaborating across teams, functions, service types
and perspectives so that people with a learning disability and their families receive the joined-up support they need. People will know and love all that Mencap does, not just
the work they do.

**Final comment**

This job description is not exhaustive and reflects the type and range of responsibilities
and outcomes associated with this role in Mencap.

**Person specification**

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| **Skills & abilities** | **Essential/Desirable** |
| Professional conduct and relationships  | E |
| Managing and Developing staff  | E |
| Leading and coaching staff | E |
| Performance management | E |
| Effective communicator  | E |
| Effective record keeping and reporting  | E |
| Building positive relationships/partnerships  | E |
| Judgement/troubleshooting skills  | E |
| Working to targets  | E |
| Handling complexity  | E |
| Financial Management | E |
| We expect leaders to have an interest in and desire to know more about learning disability and role model this to their teams | E |
| Hold a driving licence and access to a vehicle | D |
| **Knowledge and experience** | **Essential/Desirable** |
| Experience of delivering to programme contracts | E |
| Experience in practitioner area | E |
| Experience of complaints reporting | D |
| Experience of case conference management | D |
| Experience of risk management | D |
| Experience of practice observation specifically linked to teaching and learning | D |
| Experience of invigilation functional skills delivery | D |
| Experience of collating and analysing stakeholder feedback | D |
| Experience of delivering IAG | D |
| Knowledge of the sector | E |
| Knowledge of requirements of awarding bodies | D |
| Knowledge/Experience of Ofsted Inspections and Education Inspection Framework | D |
| Knowledge of implementing Continuous Improvements Plans linked to quality  | D |
| **Qualifications** | **Essential/Desirable** |
| Qualification in first line or supervisory management at NVQ level 3 or equivalent A-C/9-4 English & Maths GCSE (or equivalent) | DE |