

Programme Delivery Lead



Department: Operations

Reports to: Head of Operations

Location: Sheffield but offering merged working due to high levels of UK travel

Terms: 18-month fixed term contract, potential to go permanent

About the Role

The Operations Team are responsible for ensuring that activity programmes meet our member and partner promises through our people, programmes and equipment. This involves high volumes of children, high volumes of seasonal staff, a national venue portfolio, accidents, incidents and complaints, a diverse range of services and programmes, and last minute and unforeseen change and demand.

The Programme Delivery Lead has specific responsibility for programme preparation and delivery. The role involves a high level of UK travel.

Key Responsibilities

1. Plan

1. Work with Head of Operations to agree programme outcome requirements
2. Schedule of programmes including people, programme content and equipment
3. Schedule of promotion activities including work opportunities to students, and activity experiences for children
4. Programme prep requirements
5. Training schedules and content for programme personnel

2. Prepare

1. Work with the Operations Manager to prepare programme and training content
2. Resources for Kings Camps Site Managers
3. Work with warehouse personnel to prepare equipment for programmes and activities

3. Deliver

1. Activity programmes, promotional activities
2. Point of contact for newly appointed Red Tops, providing information, guidance and support
3. Coordinate and deliver in-person and online training for programme personnel, preparing them for their roles and responsibilities
4. In person support to help launch new venues, teams and Site Managers
5. Support Regional Managers to ensure programme audits are completed and work with Site Managers to ensure we maintain the service levels we promise
6. Shared responsibility for performance management
7. Shared responsibility for the response, management and reporting of programme incidents, health and safety and safeguarding

Essential Qualifications and Experience

- A qualification or background relating to teaching or coaching
- At least 1 years' activity programme experience, leading and delivering activities to children ages 5 – 17
- Training and mentoring experience
- Experience of working in a customer facing role providing guidance and support
- Full driver's license essential

Ideal Personal Specification

- Excellent all-round IT skills. Must be competent in the use of Microsoft Word and Microsoft Office
- Shows a flexible approach to work – prepared to work outside normal office hours including some weekend commitments
- Must be able to communicate effectively with a wide variety of people in different roles
- Ability to build effective working relationships quickly
- Effective problem solver
- Customer service driven, with an orientation towards serving the needs of others
- Dependable, friendly and highly personable
- Organised and with an attention to detail and a can do, proactive and positive attitude
- Supportive of the mission and values of the King's Active Foundation

Rewards and Benefits

- Salary: £23,000 - £26,000 DOE
- Pension contribution: equivalent to 5% of salary
- Based at Sheffield Head Office, offering merged working due to high levels of UK travel and potential unsocial hours and weekend work, in various UK locations
- Report directly to the Head of Operations with monthly 1:1 meetings
- Subsidised school holiday childcare provision (for 5-15 years)
- Secure, free onsite parking at Sheffield Office
- Annual performance review

About Us

Established in 1991, Kings Active Foundation is a UK registered charity with a vision of a world where children love being active, and a mission to get children active, having fun and learning together.

We're experts in using active games, sport and fun to connect with children via our activity programmes and we equip, enable and inspire others to deliver activity programmes.

We are a small team doing big things. We have a passion for our work and a desire to get more children active and improving their physical and mental wellbeing.

Our Safeguarding Promise

We're committed to safeguarding and promoting the welfare of children and young people. Safer recruitment is central to the way we work and all staff and volunteers are expected to share our commitment to safeguarding, always creating an environment where young people feel safe and can thrive.