

JOB SPECIFICATION

# Operations and Programme Coordinator

**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 Operations and Programme Coordinator 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. Co-ordinate with Holiday Activities and Food programme providers
   4. Programme prep requirements
   5. Identify staff with development potential for managerial positions and prepare them for those roles
   6. Work with the Programme Delivery Lead to prepare programme and training content
   7. Resources for Kings Camps Site Managers
2. Deliver
3. Point of contact for newly appointed Site, Assistant and Regional Managers, providing information, guidance and support
4. Coordinate and deliver in-person and online training for programme personnel, preparing them for their roles and responsibilities
5. In person support to help launch new venues, teams and Site Managers
6. Support Regional Managers to ensure programme audits are completed and work with Site Managers to ensure we maintain the service levels we promise
7. Shared responsibility for performance management
8. Information and reports for internal teams and external partners
9. Shared responsibility for the response, management and reporting of programme incidents, health and safety and safeguarding
10. Equipment for specialist programmes and activities

## Conditions of Work

* Salary £22-25,000 depending on experience
* 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
* Annual performance review

## 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 Person 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

## 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.

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.