

Role Profile



Job Title:	Programme Coordinator
Responsible to:	Head of Communities
Hours of work:	Full-time
Salary:	£22,000 – £26,000 per annum
Other terms:	25 days holiday (pro-rata) a year plus bank holidays and pension scheme

About Us

Forever Manchester is a charity that raises money to fund and support community activity across Greater Manchester. We help local people do extraordinary things together.

We fund and support a huge range of activities that help young people, older people and disabled people, as well as homelessness, sports, environmental, education, and cancer support projects, plus everything in between.

In every neighbourhood across the region there are thousands of people involved in community activity. In fact at any given time there are an unbelievable 20,000 local grassroots projects of varying sizes and interest taking place, each one providing support and opportunity for the 2.6 million population of Greater Manchester.

We work with our local communities to inspire and encourage projects that they want to see, to make their neighbourhoods happier, healthier and safer places to be. We help local people build communities from the inside out, and galvanise the true creative, entrepreneurial spirit for Greater Mancunians to emerge and shine.

We believe that everybody should have the opportunity to be happy and we'd love you to become part of this growing movement of local people that care enough to act.

This is Charity... The Mancunian Way.

Overview of the Role

Working with the Head of Communities, the Programme Coordinator will lead on the delivery of Forever Manchester programmes, award-making, associated learning and training, and database development.

Main Tasks

Awards

- To provide support to the Head of Communities in supervising the work of the awards team
- Managing the distribution of funds through a number of awards programmes in an intelligent, transparent and effective way
- Managing and developing the award making process, relating it to the knowledge and understanding of local needs and programme priorities
- Support the Head of Communities in managing the delivery of programmes to comply with contract conditions, fund holder specifications and Forever Manchester aims
- Working with the Communities team to capture and share facts, statistics and stories to support wider organisational needs.
- Liaising with community support networks to promote Forever Manchester's work and develop referral systems for applicants and grantees
- Support the Communities Team to deal appropriately with stakeholder feedback where required
- Working with the marketing team to ensure programmes are appropriately and effectively promoted

Systems

- Support the Director of Operations in developing and applying Salesforce processes
- Support the production of data and initial analysis from Salesforce to support learning processes
- Develop salesforce processes and reports to manage effective award-making
- Assist the Director of Operations with Salesforce training for the wider Forever Manchester Team
- Support the Director of Operations to ensure compliance with GDPR and related legislation
- Providing relevant, analytic and comprehensive reporting where required
- Liaise with Finance to ensure appropriate payment and fund processes are in place

General

- Build and maintain effective working relationships with external stakeholders
- Build and maintain excellent internal working relationships
- Developing and maintaining your knowledge of local community based and third sector issues
- Representing Forever Manchester at community meetings, workshops, and at donor meetings
- To represent Forever Manchester at events as required
- To undertake similar duties as required

Knowledge, Skills and Experience

Essential Experience

- A minimum of 2 years award-making experience
- Experience of administering funding programmes
- Ability to use and develop Salesforce processes in a funding environment
- Evidence of relationship building in a wide variety of settings
- An understanding of Greater Manchester's voluntary sector, community needs and issues
- Evidence of strong interpersonal and listening skills with the ability to communicate effectively with people from a wide range of backgrounds (both on the phone and in person)
- Evidence of being able to plan and manage own workload
- Works well with colleagues in a team environment
- Use of a wide range of communication skills, including oral, written and presentation
- Capable in the use of standard Microsoft Word applications: Word, Powerpoint and Excel

Personal Qualities

- An approachable and warm manner together with a supportive and professional attitude
- Enthusiasm, flexibility and the ability to cope well under pressure and to deadlines
- Positive, resilient and supportive of others
- Flexibility and a practical, 'can do' attitude
- Commitment to equal opportunities practice

Other

- Flexibility around working hours - evening and weekend may be required
- Demonstrating commitment to own personal and/or professional development
- Commitment to Forever Manchester's ethos

Forever Manchester – Who We Are

Flexibility - Having flexibility means you are willing to adapt your thinking and behaviour to suit different situations. You see the value of alternative views to issues and are enthusiastic and supportive of change. This includes being able to change your plans quickly in order to react to changing circumstances.

Initiative – Initiative means you are able to anticipate situations and problems, finding appropriate solutions and grasping opportunities. You are able to take appropriate action that potentially adds significant value to Forever Manchester and represents your contribution distinctly.

Passion – Having passion means believing in the organisation and contributing to its' success by setting yourself high standards to work to and striving to exceed your performance objectives in order to achieve quality and excellence in all aspects of your work. Your focus is on getting work right first time, continually checking for accuracy and demonstrating a willingness to tie up loose ends so a task is fully completed.

Sense of Humour – Forever Manchester strives to be a place where people are happy and have FUN! Having a sense of humour supports this ethos and encourages all staff to enjoy their work in a positive and playful manner.

Team Working – A good team player fits in with the team, developing effective and supportive relationships with their colleagues by showing them consideration and creating a sense of team spirit.

Enthusiasm – Having enthusiasm means that you have a positive approach to the work that you do. You are keen to deliver quality work and always undertake your tasks with drive and commitment.