

## Working Options in Education Programme Delivery Manager

### About Working Options in Education

Working Options in Education helps young people (14 - 18) to aim high and fulfil their potential. Our employability and life skills programme is delivered free in schools, colleges and online through our well established links with employers, especially in the food, drink and retail industry. We offer young people multiple interactions with employers, including expert insight from industry, skills workshops, online content , access to industry events, work experience and placements.

We're in an exciting period of growth and looking for an energetic, well-organised organised self-starter to join our team to manage the delivery of our programme in schools and sixth form colleges.

### About the role

Reports to: Head of Operations

Location: Stockwood Coach House, Stockwood Park, Luton LU1 4BH

We're looking for a self-starter with a real passion for making a difference to young people's lives. You will be responsible for organising and managing the delivery of a series of employability and life skills events in schools and sixth form colleges across England and Wales. You will work with schools, colleges and our volunteers on a frequent basis to make sure we deliver high quality sessions that have a lasting impact on young people. Based at our Luton office, you will occasionally need to travel to our partner schools and colleges to assist with the running of our events and in some cases facilitating sessions.

The role requires someone with an upbeat, energetic style who can easily deal with a wide range of people at all levels from senior level professionals (our volunteers), educators and students. You will need to be flexible, can prioritise a changing workload and be able to think on your feet. You will be a confident, pro-active communicator who can build effective relationships both internally and externally on the phone and face-to-face.

### Key responsibilities include:

- building strong working relationships with educator trustees, schools, colleges and volunteers
- planning, organising, managing the delivery of workshops
- volunteer recruitment, management and retention – providing a great volunteering experience
- maintaining the WOiE CRM system, keeping accurate records of schools, colleges, volunteers and events

- managing programme-impact reporting for all events
- performance reporting against WOiE programme targets
- attending workshops to support and assist delivery
- office management on a day-to-day basis
- quarterly update to educators, volunteers and advocates
- event management support when required
- fundraising support when required

## **Key skills**

### *Essential criteria*

- self-starter, uses initiative and is willing to go the extra mile
- extremely well planned and organised
- warm and friendly on the phone and in person
- quickly able to build rapport
- excellent written and verbal communication skills
- confident at engaging and communicating with a wide variety of individuals at all levels of seniority in a professional manner
- able to work well under pressure to tight deadlines and prioritise workload
- high level of accurate record keeping and tracking of performance with a keen eye for detail
- proficient in using Microsoft Office and confident using CRM systems
- passion and genuine interest in social mobility issues and helping students in state education
- be able to work unsupervised as well as part of a team
- willingness to positively promote Working Options in Education and its programmes

### *Desirable criteria*

Experience and or knowledge of;

- education sector
- working as a volunteer or managing volunteers
- working with young people
- food, drink and retail sector

## **More information**

If you're interested in finding out more about the role and how to apply, call Lauren Monk, Co-Founder and Head of Operations for an informal chat on 07944 443073 or email [laurenm@workingoptions.co.uk](mailto:laurenm@workingoptions.co.uk)

[www.workingoptions.co.uk](http://www.workingoptions.co.uk)