



Programme Coordinator

Salary: £24,000 - £26,500, depending on experience

About Voice 21

Voice 21 is the national oracy education charity. We exist to empower every child to use their voice for success in school and life. Our work transforms learning and life chances through talk by increasing access to a high-quality oracy education for those that need it most. Follow the links to find out more about [why oracy is so vital](#) and the [impact Voice 21 has](#).

Your opportunity

Tackle a vital challenge, with great people. Voice 21 exists to transform childrens' learning and life chances through talk and we are aiming to be working with 2,000 schools a year by 2025. To reach this goal we recruit great people and give them real responsibility, training and support.

Output focused culture, with flexible working opportunities. We have an agile and flexible approach – our team can work when and wherever works best to deliver the requirements of their role. For staff working at home, we support them to create a workspace and provide technology that enables them to work effectively.

Real development opportunities. We believe in supporting people to develop the skills they need to be excellent – whether this means funding external training, finding a mentor to support them or giving them the time to learn from others in the organisations through our regular CPD sessions. We also offer paid study leave for team members taking part in formal studies outside of work.

Great benefits. 33 days holiday (inclusive of bank holidays) and additional Christmas closure period. Holiday entitlement increases linked to length of service, 5% employer contribution to pension, interest-free season ticket, cycle and technology loans, employee assistance scheme.

For more information on why we think you should apply for the role, see the “Why work for us” section at the end of this job description.

Your purpose

To enable our programmes for teachers to be delivered efficiently and to a high standard. You will be responsible for delivering our participant journey using automated email communications, providing administration and leading on planning to deliver the best possible learning experience for teachers on our programmes.

This is a newly created role in the team and the post holder will play a significant part in shaping it in order to deliver its core purpose. The role may evolve based on the needs of our growing organisation.

Your responsibilities

Participant journey & comms

- Ensure that communications to programme participants are sent in a clear and timely manner, using either automation or other systems e.g. mail merge.
- Use our marketing automation platform (Campaign Monitor) to create and manage participant journeys on our programmes, e.g. sending mass communications, managing mailing lists and triggers within the system.
- Coordinate processes for programmes, e.g. the booking process for participants.
- Use our Customer Relationship Management (CRM), Salesforce, to create programme records and collect and update participant data e.g. access and dietary requirements.

Programme coordination & delivery

- Arrange all key activities for programmes you are responsible for. This could include in-person training (development days), online events, visits to schools or residential programmes. Manage invites and book venues, reminder/follow up communications, and ensure feedback is captured and collated.
- Communicate with colleagues in the team about their requirements for programmes. Be proactive in identifying what's needed and put it in place, e.g. sending programme completion certificates.
- Find solutions to problems e.g. technical issues in an online course; booking an additional venue due to increased demand.
- Manage stocks of resources and other supplies in our office hub (London) for use in our delivery nationally.
- Attend programmes/events, either in person or online, to provide support to members of the team leading them.
- Track spending and budgets, creating purchase orders and organising contracts.

Programme improvements

- Track key performance indicators for our programmes (e.g. attendance, venue cost per head, participant feedback) and share these to support decision-making.
- Take ownership of participant experience, finding opportunities for improvement and implementing them.
- Work closely with the Delivery Operations Lead and colleagues in Engagement and Operations teams to smooth the participant journey on our programmes and make it more efficient e.g. through use of automation or process improvements.

Your progression

Within 1 month, you'll have:

- Got to know all of the different elements which go into one of our programmes through experiencing them first hand.
- Started learning about our programme participant journeys and how they are delivered through our systems (Salesforce and Campaign Monitor).
- Gained insight into the impact of our programmes on children and young people's learning and life chances, by visiting Voice 21 Oracy Schools.
- Started building relationships with your closest colleagues in our Programmes team.



Within 3 months, you'll have:

- Developed your understanding and use of our key systems for coordinating programmes, such as salesforce and automated communications
- Seen through from planning to delivery elements of our programmes such as in person development days.
- Put in place processes to plan, deliver and monitor programmes based on their different timelines and elements.

Within 6 months, you'll have:

- Seen through your first programmes and started using what you've learnt to inform your future ways of working.
- Started to proactively identify and solve niggles or problems within our programme delivery.

From 6 months onwards, we expect for you to be:

- Taking ownership of our programme coordination, setting up processes and identifying improvements that make a difference to our participants' learning experience.
- Developing your skill in using our CRM and other automated systems to increase the efficiency of our programme delivery.

This job is for you if you are...

- Highly organised, you enjoy making a plan and seeing it through! You might have previous experience organising events or programmes.
- Quick at picking up new skills e.g. using a Customer Relationship Management system, and generous in sharing your skills with others.
- A collaborator with great communication skills (written and verbal), not afraid to make asks of people to get things done.
- Proactive when faced with problems, which you view as an opportunity to learn
- Have strong IT skills and are competent using MS Office (essential)
- Have previously used a marketing automation platform (MAP) or worked with a contact database (desirable, not essential)
- Comfortable managing ambiguity - even when things are not certain or the way forward is not clear you make a start on figuring it out.
- You are passionate about Voice 21's mission and helping us meet our ambitions.

Who you'll work with:

- Our Programmes team: made up of our Programme Leads who lead our work with teachers on programmes; Senior Programme Leads, Delivery Operations Lead and Head of Programmes.
- Our Engagement team who hold our school relationships and ensure that each school gets the most out of our programme offer.
- Our Impact Officer to ensure that data from our programmes is collected and used to enable us to get better at what we do.

Where you'll work: Remote, with regular national travel to attend programmes and meetings, including regular overnight stays.

Contract: Permanent, subject to successful probation review at 3 months.



Terms: We would welcome applications on a full-time or 4-day per week basis.

Application details

To apply:

Please send your most recent CV and a document answering the questions below to careers@voice21.org with the subject "Programme Coordinator application"

- Tell us why you want to work at Voice 21. What is it about us and our mission that excites you? (Max. 400 words)
- Making direct reference to the job description, please tell us the three main reasons why you would make an excellent Programme Coordinator (Max. 400 words).
- Tell us about something you have achieved recently that you are proud of (Max 200 words)

Please also click [here](#) to fill out our Equality and Diversity Monitoring Form

Closing date: 12 noon, Friday 17th March

Interview date: Interviews provisionally planned for 23rd or 24th March. Interview dates and times will be confirmed once the application window has closed. All interviews will take place on zoom.

Start date: ASAP

Questions: if you have any questions about the role, or would like to discuss it before submitting an application, please contact Natasha Palladino, Head of Programmes (natasha@voice21.org)

Valuing every voice

Voice 21 believes that every voice should be heard and valued. We are committed to the equal treatment of all current and prospective employees and do not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join Voice 21.

Why work for us?

We hope that we have given you a good sense of what life at Voice 21 is like and what the role entails - please see below for some more reasons to apply!

Holiday: 25 days annual leave plus additional Christmas closure period. Holiday entitlement increases linked to length of service.

Benefits: Employer contribution to pension (5%), interest-free season ticket, cycle and technology loans and work from home allowance.

Wellbeing: We provide an Employee Assistance Programme through Health Assured which provides all Voice 21 employees 24/7/365 support if needed.



The way we work: We have an agile and flexible approach – our team can work when and wherever works best to deliver the requirements of their role. For staff working at home, we support them to create a workspace and provide technology that enables them to work effectively.

You will also have regular opportunities to get together as a whole staff and in your team, including away days, social events and other development events.

Development opportunities: We believe in supporting people to develop the skills they need to be excellent – whether this means funding external training, finding a mentor to support them or giving them the time to learn from others in the organisations through our regular CPD sessions. We also offer paid study leave for team members taking part in formal studies outside of work.

If you want to volunteer as a school governor, trustee or in some other capacity for a mission-aligned organisation. We support our team to take on these commitments without taking annual leave.

Voices of Voice 21

We recently asked our team what they enjoy most about working at Voice 21. Below is a selection of their responses:

“I really enjoy working in an organisation that strives for innovation and is rooted in research of what actually works for teachers in the daily life of a classroom and a school curriculum.”

“At Voice 21, there is a strong culture of sharing expertise and this ensures that your voice is valued and ideas heard, no matter your role. Although a lot of the day-to-day work is virtual, relationships are strong. The very purposefully planned in-person meetings help these relationships to grow and flourish, as does the high level of collaboration in teams.”

“One of the many things I love about working at Voice 21 are the opportunities for professional development. Working in a small, fast-growing organisation has given me the chance to grow professionally and to expand my skill set in a supportive environment.”

“I find it inspiring being part of the Voice 21 team - being surrounded by passionate, mission-driven people makes me want to bring my best every day, because I know that my fab colleagues won't let a good idea gather dust - everything will be snapped up and built into something that helps us make a difference for the students in our schools.”

“Since working at Voice 21, I've been invited to take part in multiple projects and tasks outside of my 'core role', because we're encouraged to develop our areas of interest and expertise across the board. It's incredibly refreshing to work for an organisation that sees every employee as a key asset.”
