



# Talent Match Programme Manager

## Job description and person specification

## **An introduction to London Youth**

Our mission is to support and challenge young people to become the best they can be.

Our vision is that all young Londoners grow up healthy, able to navigate a fulfilling career and make a positive contribution in their communities.

We support them to develop the confidence, resilience and relationship skills they need to do this, delivering with and through our network of 400 community youth clubs and at our two residential centres.

We work with all young people but place a particular emphasis on those who wouldn't otherwise have access to the kind of opportunities we offer.

Because good youth work works.

We deliver our mission through four strategic objectives:

1. Developing , training, connecting and quality assuring our membership network to deliver good youth work (Membership Development)
2. Creating a broad and inclusive range of quality opportunities for young people in social action, sports development, employability and outdoor education (Opportunity)
3. Ensuring our expertise and the on-the-ground voices of youth workers and young people are reflected in public policy, practice and opinion (Voice)
4. Being the best we can be ourselves; fundraising effectively, financially robust and a great place to work (Best we can be)

And we strive to act in line with our four simple principles:

1. Honesty – about what works (and what doesn't ) and we learn from our mistakes
2. Collaboration – with each other, young people, our members, and the world beyond
3. Improvement – committed to continual improvement
4. Fun – in everything we do

## **Talent Match London**

Talent Match London is a partnership of organisations testing innovative youth-led solutions to unemployment and sharing learning for social impact.

We take a partnership approach to supporting long-term unemployed young people aged 18-24 into positive, productive futures. Through a distinctive 'youth work' approach to employability, Talent Match London aims not only to get young people into jobs, but also to equip them with the skills, capabilities and desire to navigate a fulfilling career pathway.

Talent Match London targets young people facing those barriers which are shown to be the most challenging in terms of employment. These include parenting and caring responsibilities; disability; and low educational attainment. For many, these and other barriers mean they are currently not engaged with the benefits or education system at all. Through Talent Match we will build on each young person's passions and talents to support them to become the best they can be.

### **The Programme Manager role**

The delivery outcomes for Talent Match will be achieved through our local Delivery Partners, each of whom has a strong track record of supporting young people in the target group into work. Partners were selected through a rigorous process, ensuring not only that they have a track record of delivery but that they operate within the values of Talent Match, involving young people in design and delivery and building strong on-the-ground partnerships with employers and statutory services.

The Programme Manager will be responsible for managing these partners throughout the programme, and hold accountability for delivery being accountable on time, in budget and to funder expectations. As the success of Talent Match hinges on both operational and strategic outcomes (leaving a legacy beyond the lifetime of the Big Lottery funding), the Programme Manager will play a pivotal role in capturing and disseminating the learning from the programme, through the effective management of a wider programme team, to enable us to influence policy and practice.

We are looking for someone who brings both strong programme and partnership management skills, with an absolute attention to detail and a passion for process and systems management. The Programme Manager should be able to analyse qualitative, quantitative and financial data and demonstrate experience of using these to drive continuous improvement. They will be instrumental in identifying key areas of risk and taking action to address these and will lead on all operational aspects of the programme. They will have three line reports and be ultimately responsible for their functional areas (data collection and analysis, the running of learning networks for staff and young people, and ensuring the programme is youth-led), and so will be expected to bring relevant experience, and a proven ability to support their development.

In return you will get to be part of a dynamic and driven team at London Youth, working on a long-term and cutting edge programme to change the way employment support is provided for young Londoners.

### **Terms and Conditions**

Salary:	£35,307 + contributory pension scheme
Hours:	40 hours per week
Leave:	26 days per annum plus 8 bank holidays and 5 “closure” days . Leave entitlement will be calculated on a pro-rata basis for part-time employees
Contract:	Ongoing
Accountable to:	Head of Talent Match
Responsible for:	Partnerships Officer, Youth Leadership Officer, Programme Support Officer
Location:	Pitfield Street

**Job Description**

<b>Main duties of the role</b>	<b>Approximate % allocation</b>
<b>1. Accountability for delivery being completed on time and in budget; working closely with Lead Delivery Partners and Specialist Providers</b>	<b>40%</b>
<ul style="list-style-type: none"> <li>• To hold the contractual relationships with multiple Talent Match delivery partners, ensuring they are supported to deliver the programme in line with our values and ‘Journey of Change’, and that they have appropriate systems in place to raise concerns and to action programme developments</li> </ul>	
<ul style="list-style-type: none"> <li>• To ensure delivery partners complete accurate quarterly and end of year reports, and to ensure that London Youth have an accurate quarterly picture of their operational and financial performance</li> </ul>	
<ul style="list-style-type: none"> <li>• To ensure contract compliance by Delivery Partners; identifying and addressing under-performance across a wide range of measures in a timely manner</li> </ul>	
<ul style="list-style-type: none"> <li>• To maintain a working risk register around programme delivery in line with London Youth and funder expectations</li> </ul>	
<ul style="list-style-type: none"> <li>• To lead a team of people operating across a range of functions, and tying these together to build a cohesive approach to programme management</li> </ul>	
<b>2. Leading evaluation and learning</b>	<b>40%</b>
<ul style="list-style-type: none"> <li>• To hold accountability for the completion of evaluation forms by Delivery Partners and to work closely with the programme evaluators and the London Youth Heads of, to ensure learning is captured in line with their expectations</li> </ul>	
<ul style="list-style-type: none"> <li>• To ensure delivery partners are supported in evidencing outcomes and taking part in training and development</li> </ul>	
<ul style="list-style-type: none"> <li>• To lead on the continual development of our Salesforce database - ensuring we can track a young person’s journey and that partners can enter and share data and learning effectively</li> </ul>	
<ul style="list-style-type: none"> <li>• To provide effective support and line management to the Partnerships Officer</li> </ul>	
<ul style="list-style-type: none"> <li>• To provide effective support and line management to the Programme Support Officer</li> </ul>	
<b>3. Running a youth-led programme</b>	<b>20%</b>
<ul style="list-style-type: none"> <li>• To ensure that young people are fully involved in the design, delivery and evaluation of Talent Match London delivery and to ensure that effective communication mechanisms that support this are in place</li> </ul>	
<ul style="list-style-type: none"> <li>• To provide effective support and line management to the Youth Leadership Officer</li> </ul>	

<b>Corporate responsibilities cutting across tasks set out above</b>
<b>Planning and budgeting</b>
<ul style="list-style-type: none"> <li>• Drawing up annual plans and budgets</li> </ul>
<ul style="list-style-type: none"> <li>• Managing performance within the planning and budgeting framework</li> </ul>
<ul style="list-style-type: none"> <li>• Reporting regularly on actual versus planned performance</li> </ul>
<ul style="list-style-type: none"> <li>• Providing monthly forecast outturn figures</li> </ul>

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<b>People</b>
<ul style="list-style-type: none"> <li>• Recruiting and inducting staff for your project as necessary</li> <li>• Ensuring all your staff are suitably developed, supported, appraised and managed</li> <li>• Identifying staff development needs and ensure they are met</li> <li>• Being responsible for the overall effective management of your line reports including dealing in the first instance with any grievances and disciplinary matters</li> <li>• Preparing thoroughly for one to one meetings and annual appraisal with your line manager</li> <li>• Taking responsibility for your on-going professional development</li> </ul>
<b>Corporate development</b>
<ul style="list-style-type: none"> <li>• Understanding and supporting the vision, mission and aims of London Youth</li> <li>• Contributing to the formulation and delivery of London Youth's strategic development plans</li> <li>• Managing resources to the highest professional standards and act as a custodian of best practice</li> <li>• Maintaining awareness of your own and others' Health and Safety, and comply with London Youth's Health and Safety and Safeguarding policies</li> <li>• Undertaking other duties as may be reasonably requested within the responsibilities of the post</li> </ul>

**Person specification**

<b>Skills, experience and knowledge</b>	<b>Essential/Desirable</b>	<b>Demonstrated at Application (A) Interview (I) Selection Test (T)</b>
A proven track record in successful programme (or multi-project) management on a regional or national scale	E	A/I
Experience in operational management and of establishing and using contract compliance systems	E	A/I
Proven ability to lead a team to deliver on individual and shared programme objectives	E	A/I
Clear understanding of the employability and youth work sectors	E	A/I/T
Demonstrable experience of writing and monitoring operational plans and reporting on outputs and outcomes	E	A/I/T
Demonstrable experience of collating and analysing financial information	E	A/I/T
Track record in using databases and of collating, analysing and summarising qualitative and quantitative data	E	A/I/T
Varied experience of communicating in a range of settings in order to influence individual or organisational change	E	A/I/T
Experience of championing youth participation or similar service-user involvement	E	A/I
Experience of leading a team to deliver on individual and shared programme objectives	E	A/I

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Experience of establishing and managing contractual partnerships with third parties	E	A/I
Experience of working in a commissioning environment	E	A/I
Experience of working in partnership with diverse community based voluntary organisations	D	A/I
Experience of working with young people	D	A/I
Experience of facilitating learning workshops	D	A/I
<b>Qualifications</b>		
Educated to degree level or equivalent qualification/experience	E	A
Post graduate management qualification	D	A
<b>Personal attributes</b>		
Passionate and demonstrably committed to improving the lives of young Londoners	E	I
Absolute attention to detail	E	A/T
Ability to work on your own initiative	E	A/I
Ability to work as part of a team	E	I
Absolute discretion and ability to maintain confidentiality	E	I
Willingness to learn new skills	E	A/I
Ability to work in a changing and flexible organisation	E	I
Willingness to work occasional evenings	E	I