**Job Title:** Programme Coordinator

**Reports to:** Programme Director

**Contract:** Fixed term contract ending on 31st March 2027

**Hours:** 37.5 hours per week. The postholder will be required to be flexible as working outside of normal office hours (occasional evenings and weekends) may be required.

**Salary:** £27,500

**Location:** Your main place of work will be VCD Ltd Offices, Aykley Heads, Durham – VCD Ltd operates a hybrid working model, with Monday’s required in the office.

**Deadline for applications:** 5pm, 17th January 2025

Interviews will be held on 29th and 30th January 2025.

Please send us a current CV, with a written statement (no more than 2 sides of A4) in support of your application, highlighting the skills, experience and expertise you would bring to the role. Email: [Amanda.Tutin@visitcountydurham.org](mailto:Amanda.Tutin@visitcountydurham.org)

**Job Purpose:**

The Programme Coordinator will work with the Programme team, partners and cultural services across the county to support delivery and administration of the Into the Light Programme. The post holder will support the adoption of common standards, procedures and working practices to provide project support services to the wider team.

The role is vital to the Into the Light partnership and wider culture and education services across County Durham, acting as a facilitator for collaboration and delivery. As the Programme enters a three-year delivery phase, the post holder will be part of a diverse team across multiple organisations.

In terms of support, the post holder will support the Programme Director, partners and Council Services in the coordination, planning and control of the programme. Each individual project/work stream will have its own manager/lead, and a close and effective collaborative working relationship with those colleagues will therefore be required, taking forward delegated tasks such as organising programme meetings and events, updating project plans, risk logs, and other programme actions.

The post holder will ensure that key programme and project management deliverables, budgets, plans, progress reports, issue and risk logs are in place and are suitably updated.

The post holder will support the Programme Director and project managers with reporting to a diverse group of funders and stakeholders, including Council leadership and major project board.

The post holder will act as the Project Librarian for all projects, activities and relationships in the portfolio.

**Principle Responsibilities:**

Listed below are the responsibilities this role will be primarily responsible for:

* First point of contact for partners, clients and customers, dealing with queries in an effective and timely manner.
* Overview and upkeep of the Project Management System, and information held within it, for the Into the Light Programme.
* Explore and implement changes/improvements to current systems and processes.
* Support with the allocation process of projects and resources to enable project delivery.
* Establish and develop document control systems using Microsoft packages including Teams and SharePoint to enable version control. Categorising, filing and retrieving information, taking on the role of Project Librarian for all projects and activities in the Programme.
* Support outreach and communications with creative practitioners, cultural partners, audiences and key sector bodies and keep abreast of developments in the field of cultural project management generally in support of the Programme Board.
* Ensure all project documentation is secure, tracked and to the required quality.
* Develop and maintain a consistent Project Management methodology comprising of reusable templates.
* Controlling the issue and collection of information relating to outputs and key deliverables.
* Support the maintenance of project plans including monitoring project progress and updating plans.
* Working with project leads and the Programme Director, ensure the timely reporting of project progress as part of service planning, capital monitoring and overall reporting where required to the REG portfolio office and major project board
* Assist with compilation of reports and risk registers.
* Maintain lessons learnt log and make arrangements for dissemination of learning.
* Control the master programme of projects
* Providing support to Project Leads and Programme Director in the development and delivery of the Programme.
* Take a direct role on the delivery of minor project areas, and minor service improvement agendas.
* Manage calendar of programme activities and the scheduling of key meetings and events.
* Providing support to Programme meetings and similar, including scheduling, room bookings, delegate communications, recording proceedings and ensuring that action points are notified to owners.
* Support programme marketing and communications activities by maintaining database of key Programme assets, calendar of media and social media activities, basic administration of Programme website and channels, and liaising with key services and processes.

Travel is an essential requirement of the post and some evening and weekend work may be required.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Programme Director.

**Organisational Values and Responsibilities**

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

**Person Specification**

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| **Qualifications** | * NVQ Level 4 or equivalent level of qualification, in a relevant subject. * PRINCE2 Foundation Award or another relevant qualification |
| **Experience** | * Experience of collection and organisation of data and report information * Experience of maintaining databases of information and records * Experience of supporting multi-disciplinary teams * Experience of supporting minor projects and area of service improvement work * Experience of support to Project Boards, committees or similar. * Producing and upkeeping core project management documentation on behalf of the project lead such as updating project plans and risk logs and completing project related actions. * Experience of working in a programme and project support office. |
| **Skills & Knowledge** | * Knowledge of project management methodology. * Knowledge of the management and use of the Project Management Systems. * Knowledge of the financial processing system. * Understanding of the principles of project planning. * Strong communication skills and the ability to effectively communicate both orally and in writing. * Good numeracy skills. * Highly IT literate with knowledge of IT system development and proficient in Microsoft Office. |
| **Personal Attributes** | * Ability to work in diverse and complex teams with a supportive approach. * Logical and analytical approach. * Ability to deal with detail, create and follow processes. * High levels of patience and organisational skills * Enjoy problem solving and finding solutions. * Enthusiastic and positive, welcoming of change. |