

Programme Manager

About Spear

We launched the award-winning Spear Programme over 20 years ago, and there are now 18 Spear Centres across the country, equipping unemployed 16–24-year-olds facing barriers to employment with the skills and mindset they need to secure work and thrive in the workplace.

About the role

This is an exciting role within Spear's programme delivery team, leading and inspiring Centre Managers across a region to deliver high-quality coaching and strong outcomes for young people. The role combines line management, performance oversight and contributing to the ongoing development of Spear's coaching culture and curriculum. It's a great opportunity for an experienced coach and people manager to shape delivery and help more young people move into education, employment, or training.

Role Responsibilities

Line Management and Performance Management of Coaches

- Manage Spear Centre Managers, through regular 1-1s, reviewing key performance indicators and helping them troubleshoot challenges
- Oversee the overall performance management for centres in a region, delivering feedback regularly, reporting on key performance indicators and facilitating reviews at intervals throughout the year
- Create and implement a trainee recruitment plan with Spear teams to ensure the effective recruitment of participants onto programmes; as well as supporting in achieving other key outcomes: retention, EET outcomes, etc

Support Church Partners

- Support our partnerships with churches by building healthy working relationships with church partners (trustees and church staff)
- Escalate any partnerships issues to Hub Managers (oversee programme managers in region) as appropriate
- Contribute to Centre reviews in partnership with Hub Managers

Curriculum Development

- Work alongside the Hub Managers and Head of Programmes to iterate and develop Spear, including robust reviews and using data to inform changes
- Engage with wider national policy around NEETs and unemployment to ensure we are at the cutting edge within the sector

People & Culture Support

- Work with the People and Culture team, Hub Manager and church partners to support with recruitment and induction of coaches

- Equip church partners to implement all relevant policies for the safe running of programmes (including DBS checks, safeguarding and data protection) and act as a safeguarding lead for the Spear teams

Participate in Design and Delivery of coaching and training programmes

- Work with the Quality and Development Team, Hub Manager and Coaching and Training Lead to identify training needs, then design and run training initiatives to meet these needs, including Spear team training days, role-specific training streams, and volunteer training
- There may be the opportunity to design and deliver coaching material for other settings, such as on Coaching for Leadership programme

Active participation in Spear's team and support for Spear's mission

- Help build and develop Spear's ethos and Christian life - including leading and contributing to daily collective and personal prayer meetings which are an integral part of Spear's operation

Person Specification

- A practising Christian, passionate about personally representing the values and beliefs of Spear, and our mission to equip and support young people facing barriers to employment
- Excellent all-round coaching ability, with extensive coaching experience in group and 1-1 facilitation and/or other relevant transferable skills
- Highly experienced in line management and holding responsibility for others' professional development and wellbeing
- Effective interpersonal skills and high emotional intelligence, with the ability to relate confidently to church partners as well as a range of audiences, internally and externally
- Self-motivated forward planner who exercises initiative, with the ability to prioritise workload, including working well under pressure
- Good IT skills, with a working knowledge of Salesforce and Microsoft Word, Excel, Outlook, and PowerPoint

Key information:

- Salary: from £36,000 dependant on location
- Location: London/South of England or West of England
- Full-time, Permanent
- 28 days annual leave (including Christmas gift days) plus bank holidays (pro rata)
- Regular staff prayer meetings, conferences and retreats (one residential)

Our working hours are 9:30am - 5:30pm, with occasional evening work for events such as our Spear Celebrations. We value a culture of excellence, authenticity, and fun.

We are an office-based organisation, working face-to-face with the trainees and value the collaboration and opportunities to work creatively and build community that this offers us. There is an expectation of travel and of spending time in the centres where the Programme Manager has oversight.