



## Programme Manager Recruitment Pack

***North London, Essex, Hertfordshire,  
Bedfordshire & Buckinghamshire***

(Full & Part-Time options: 6-month fixed term - with potential to extend)

Application Deadline: **Monday 1 July** (9am)



**Empowering** every young person  
to believe in **themselves**

## Introduction

**Yes Futures empowers young people to believe in themselves and discover their personal potential.**

We are a multi-award winning charity, established in 2012. Our successful programmes have already made a proven difference to the lives of over 3400 young people.

We are now looking for an **enthusiastic and committed Programme Manager(s)** to join our existing Programme Team in September 2024 on a full or part-time basis (6-month fixed-term with potential to extend). As a Programme Manager, you will be responsible for managing the Yes Futures programmes in-person, in our partner primary and secondary schools in North London, Essex, Hertfordshire, Bedfordshire & Buckinghamshire.

This is a unique opportunity to have an incredible impact, by joining our ambitious team at this exciting stage in the charity's growth. You will have significant ownership over your work, enabling you to thrive and grow your talents in a collaborative environment alongside a supportive, fun team of colleagues.

Yes Futures is an incredible place to work. We are one of the *Top 100 Social Enterprises 2020* and one of the *Escape 100: Best Companies to Escape to 2019*. With us, you will make a tangible difference to young people.



We work across

**10**

counties in the South and East of England.

We have supported

**2800+**

young people since our launch in 2015.

We have trained

**471**

Yes Futures Coaches since 2015.

We have had

**70+**

partner schools by March 2024.

## About Yes Futures

**Yes Futures empowers young people to believe in themselves.** We do this through a range of award-winning personal development tools and programmes, which enable young people to develop essential skills and positive wellbeing in school and at home.

Our **Finding Futures** (primary) and **Rising Futures** (secondary) programmes offer targeted support for selected students, inspiring them to fulfil their potential through personalised coaching sessions and real-world experiences. We focus on building four fundamental skills, which enable students to be successful in school and beyond: Confidence, Resilience, Communication and Self-Awareness.

**Every child deserves the opportunity to fulfil their personal potential.** Through our work, we develop young people's skills to prepare them for whatever future they choose. Ultimately, we aim to create a cultural shift in education: where non-academic skills are developed with the same focus as academic skills, enabling students to be successful both at school and beyond.

Find out more on our website: [www.yesfutures.org](http://www.yesfutures.org)



# The Programme Manager Role

**We are looking for an exceptional individual(s) who is as passionate as we are about empowering young people to believe in themselves and discover their personal potential.**

As a Programme Manager, you will be integral to the running of the Yes Futures programmes and a vital link between the Yes Futures head office and our schools.

The role of the Programme Manager is to oversee and manage the programmes within a region of schools, which may include a mixture of primary and secondary schools. You will be joining an already strong and supportive team of Programme Managers working across our four regions (we cover the South East quarter of England).

## **Location and logistics**

These roles primarily cover schools in **North London, Essex, Hertfordshire, Bedfordshire & Buckinghamshire.**

All travel to schools is included within your working hours and travel expenses are covered. Typically, a Programme Manager will travel no more than 60-90 minutes to their allocated schools (depending on where they live within their region). Within a typical working week, a full-time Programme Manager has 2-3 delivery days (in-school sessions or trips) and 2-3 days working from home. It is therefore important that **you live within the specified location.**

Please note, this role is offered with the flexibility for you to work from home on your non-delivery days. As such, you must have a suitable working environment at home.

## **Programme cycles**

As background, our programmes run twice per year, during school term-time. The cycles are from September – February and March – July. Our Programme Managers are likely to have a different allocation of schools each programme cycle, although we have a strong retention rate and aim to keep Programme Managers managing the same school relationships year-on-year.

In any one programme cycle, a full-time Programme Manager will be directly responsible for up to five cohorts of students (average cohort size = approx. 20 students) across five schools, as well as an in-person and virtual volunteer Coaching team (typically 2-6 volunteers) in each school.

## **What key skills and knowledge areas will you develop in this role?**

You will develop a range of key skills and knowledge areas in this role, including: youth engagement, event and trip management, volunteer management and development, programme delivery and group facilitation, coaching and personal development, impact evaluation and techniques, curriculum design. We provide full training in our programme content, coaching, behaviour management, safeguarding, mental health first aid and first aid.

## Benefits to you

Yes Futures is a small, rapidly growing charity. By joining us at this critical stage in our development you will have a significant impact on our growth and future success. If you are enthusiastic, ambitious and open to challenging yourself by applying your talents to a dynamic, young charity... we need you!

We have always been proud of our support and team culture.

In 2019, we were named one of the 'Escape 100: Best Companies to Escape To' by Escape the City in 2019 - the first year of the awards. We achieved one of the top 100 scores out of over 1500+ organisations, based on our workplace culture and employee satisfaction.



**THE ESCAPE 100 2019  
OFFICIAL WINNER**

Our benefits list, which has been co-created by the whole team includes:

### Generous reward package

- 25 days' holiday + bank holidays, increasing year-on-year to 30 days' holiday after five years of service.
- Additional 3 days' volunteering leave, so you can focus on your other charitable passions.
- Workplace pension with employer contribution of 5%.
- Generous sick, compassionate, maternity, paternity and adoption pay policies.

### Flexible approach to work

- Flexitime policy (with core working hours 10am - 4pm).
- Flexible working policy, allowing you to work from home as well as the office.
- TOIL allowance for any overtime worked.

### Impact and ownership

- Make a substantial impact by taking on a fundamental role in the development of a growing charity.
- Join our large community who are all making a life-changing difference to young people.
- Enjoy working with other like-minded people, volunteers and organisations who care about doing an excellent job.
- All team members have a high degree of responsibility, autonomy over their own workload and are trusted to manage their own time.

### Professional development

- Generous CPD allowance for professional development and qualifications.
- Dedicated CPD time, for example through 'Best Practise' meetings and 'Personal Growth' objectives.
- Regular team-wide training, including First Aid training and Mental Health First Aid training.
- Opportunities for cross-organisation working, enabling you to develop skills and interests outside your core role.

### Supportive, positive team culture

- Learn from passionate, skilled colleagues who are welcoming of diversity and different points of view.
- Team members' contributions are often implemented, through regular and open feedback channels.
- Genuine focus on staff development and dedicated time with line manager at least monthly.
- Team recognition at every work anniversary and celebration of long service.
- Access to Employee Assistance Programme (EAP).

### And some more good stuff!

- Small, friendly and fun staff team who have regular Team Days and social events.
- Access to use our central Brixton office with a bright and airy working environment.
- Environmentally friendly approach to work.
- Laptop and work phone provided, so you can work from anywhere.

## Main Responsibilities

You will be one of a small team of Programme Managers, dedicated to delivering excellent programmes which make a positive difference to the lives of students. The main responsibilities of the Programme Manager role are:

### Programme delivery

- Responsible for the care and wellbeing of all students in your schools on the programme;
- Communicating with parents where necessary during the programme, by email, letter and telephone;
- Planning and delivering whole-group workshops for students;
- Planning and delivering information and celebration events for students and parents;
- Facilitating the in-person and online volunteer coaching team to deliver student coaching sessions. As well as delivering coaching sessions to students, where required;
- Developing business and charity partnerships for day trips;
- Planning and delivering the day trips included in the programme;
- Supporting the planning and delivery of the Into the Wild residentials;
- Implementing discipline procedures, including reporting serious discipline issues;
- Implementing all necessary Health and Safety and Child Protection procedures, including recording and reporting any incidents;
- Ongoing communication with the school and Yes Futures head office regarding student engagement and progress.

### Organisation and administration

- School onboarding, including ensuring that dates are planned, students are recruited and parental agreements are returned;
- Planning and organising the logistical elements of the programme (timetables, activities, sessions plans etc) through liaising with Yes Futures head office, school staff, businesses, charitable organisations and the rest of the Coaching team;
- Creation of Risk Assessments, parent letters and programme-related documents for schools;
- Sourcing materials needed for programme sessions, including lunches for trips;
- Assisting with finance and petty cash where required.

### Management of volunteer Yes Futures Coaches

- Managing and developing the skills of your Coaching teams (usually 2-6 adults per school);
- Ongoing communication with your Coaching teams, to foster their enthusiasm and commitment;
- Supporting Coach recruitment for future programmes;
- Supporting the planning and delivery of training for Coaches;
- Maintaining accurate and secure records of Coaches' personal information, absences, sickness and other relevant information.

### Evaluation and reporting

- Facilitating the pre-, mid- and end of programme evaluations;
- Oversight and input of key student monitoring data and impact data;
- Debriefing and ongoing feedback collection from schools and Coaches;
- Ensure all work is carried out in an effective and timely manner to support continued high standards of the Yes Futures programmes.

Programme Managers will also be given the opportunity to support with other Head Office functions, including but not limited to:

- Strengthening our strategy, programme design and theory of change;
- Supporting the marketing of Yes Futures to new schools and customers;
- Developing our fundraising strategy through bid writing and other fundraising tasks;
- Establishing relationships with key partner organisations;
- Planning our future Ambassador offer and other pilot programmes.

In addition, as part of our focus on employee development, you will be able to dedicate time to individual personal development opportunities and gain further professional growth through leading working groups in strategic areas in which you are interested.

## A taste of life at Yes Futures...



Celebrating successes with our team, Trustees and volunteers



Supporting students to thrive through our unique coaching programmes



Providing life-changing experiences which open students' eyes to future possibilities



## Person Specification

Positive IMPACT is at the heart of everything we do. We are looking for individuals who demonstrate our organisation-wide 'Positive IMPACT' values of:

**Inclusivity** - We value the input of our entire community and embrace diversity.

**Motivation** - We are inspired by the results we achieve.

**Professionalism** - We are dedicated, passionate experts who deliver excellence.

**Ambition** - We inspire ambition in all the people we work with.

**Collaboration** - We work together to create lasting impact.

**Trust** - We believe in our programmes and trust each other.

The person specification describes the characteristics (skills and experience) that are needed to carry out the duties in the role description and will be used as the basis for short-listing and interview.

### Skills

- Strong personal presentation skills and a proven ability to communicate confidently, enthusiastically and effectively, including presenting, writing and speaking fluently in English;
- An ability to quickly establish effective relationships based on trust and respect with both children and adults, both within a group setting and one-to-one;
- An understanding of how to communicate effectively with schools, teaching staff and students' parents;
- Ability to act as a role model and show skills to lead an effective coaching conversation;
- The ability to motivate self and others, and an understanding of the importance of self-reflection and continued personal development;
- Ability to work independently, with a pro-active, creative and positive attitude;
- Outstanding time-management skills, strong administration skills with an organised and methodical approach to managing multiple projects simultaneously;
- Empathy and integrity;
- Proficient computer use, including word processing, spreadsheet use and video conference use;
- A keen interest and up-to-date knowledge in education matters and issues affecting young people;
- Passion for Yes Futures' work and a drive to increase the charity's reach;
- Ability to travel independently to schools with equipment/ resource suitcases.

### Experience

- A strong commitment to and experience of supporting the personal development of young people;
- Planning and delivering workshops or classroom activities to groups of young people;
- Sourcing and fostering good relations with other agencies, e.g. schools, businesses and non-profits;
- Working with young people who may occasionally display challenging behaviours;
- Understanding of and commitment to safeguarding, child protection and data protection laws and principles;
- Maintaining confidentiality when required;
- Ability and willingness to travel within the region of your placement schools, including longer-distance for residential weekend trips;
- Currently (or willingness to be) DBS checked;
- Experience working in the education sector (non-essential);

- Experience of volunteer recruitment and management (non-essential);
- Ideally access to own vehicle (or easily able to access public transport) to travel for school delivery days. All costs reimbursed as per our Travel & Expense policy.

## Terms and Conditions of Employment

### Salary

**£31,500 per year** (pro rata). Payment is made on a monthly basis to a nominated bank or building society account.

The role also includes a 5% employer pension, individual CPD allowance and flexible working.

### Annual Leave

The starting annual leave entitlement is 25 days plus all statutory bank holidays. Annual leave entitlement increases with length of service. In addition, you are also offered three days volunteering leave per year.

We request that Programme Managers do not take extended periods of leave during term time, as it is critical for the success of the programmes that they are available to attend all their school session dates.

### Line Management

You will report to the Director of Operations, who will provide regular meetings/phone calls to support you in your role. You will also have regular support from your fellow Programme Managers and the Senior Programme Manager, who will lead your induction and ongoing training.

### Contract type and hours of work

We are open to full or part-time applicants. Roles are initially offered as a 6-month fixed-term contract; there may be an opportunity to extend or make the roles permanent at the end of the contract period.

### Working pattern

Within a typical working week, a full-time Programme Manager has 2-3 delivery days (in-school sessions or trips)(this will be the same day of the week in each school) and 2-3 days working from home (these days/ hours are more flexible and can be mutually agreed to fit personal and work preferences).

Yes Futures' general hours of work are typically 9am – 5:30pm, however we have a flexible approach for all staff. You will be expected to cover all hours of your schools' programme delivery, which may include some sessions starting before 9am. You will be in control of planning these sessions and your own working time. For more detail on the programme delivery model, please see below.

### Place of work

You will be required to travel to schools and other locations in and around your assigned region on a regular basis. You will work from home on non-delivery days, so you will need a suitable working space with access to a good internet connection. Yes Futures will provide a laptop and mobile phone for the purposes of fulfilling your role only. You will also be expected to make occasional visits to Yes Futures' Head Office, which is currently in 3 Space International House, Brixton, London, SW9 7QD.



## References and pre-appointment checks

We will request references following interviews for the successful candidate only. Offer will be made subject to satisfactory enhanced DBS checks, references and proof of eligibility to work in the UK.

## Volunteers

Volunteers are at the heart of Yes Futures' work. Yes Futures is committed to involving volunteers in its continuous development and to offering volunteers the best of experiences. All Yes Futures' team members will be expected to support our volunteering ethos.

## How to apply

If you would like to apply, please send a CV and cover letter (max 600 words) to [applications@yesfutures.org](mailto:applications@yesfutures.org) quoting the role title and your name the subject line (e.g. Programme Manager - 'Your Name') by **Monday 1 July** (9am).

Please include:

- Your motivations for applying
- How your skills and experience meet the person specification for this role
- Your home address/ town or postcode (which should be within the specified region)
- Your preference for full or part-time roles (i.e. days per week)
- If you have access to a vehicle for work (this is not a requirement for the role but helps us effectively plan our school allocations).
- The date from which you are available to start the role

## Dates and recruitment timeline

Shortlisted candidates will be invited to a first-stage online interview taking place on **9 & 10 July** (invitations will be sent by Friday 5 July at the latest). Successful candidates will then be invited to an Assessment Centre and Interview taking place on **Wednesday 17 July** (in-person at our Brixton office in London). Please keep all these dates free.

## Start date

Ideally, we are looking for a Programme Manager to start by **late August/ early September** in order to provide a comprehensive induction and handover prior to the next delivery cycle in September (though there may be some flexibility to accommodate the right candidate).

## Further information

Please note in accordance with the Asylum and Immigration Act 1996 to apply for a position with Yes Futures, you must be eligible to work and live in the UK.

If you have any questions about the role or want to know more about the recruitment process, please email [applications@yesfutures.org](mailto:applications@yesfutures.org) and we will be happy to answer any questions.

We look forward to hearing from you!



## What our current employees say about working at Yes Futures

We are only a small team, but we all love working at Yes Futures!

- “As well as every day being different, and the work we do being so rewarding, we have a fantastic team of dedicated, intelligent, interesting, passionate people! It's wonderful to be part of it all!”
- “It is an extremely positive and supportive working environment. All employees / volunteers are valued and encouraged to contribute across all areas of the charity. The team are so enthusiastic and passionate about the fundamental ethos - helping to build a positive future for young people.”
- “An extremely supportive and positive working environment at all times. All colleagues feel valued and encouraged to contribute to all areas of the charity. The energy and enthusiasm that goes in to supporting Yes Futures students is inspiring. ”
- “Yes Futures is an energetic, innovative and friendly organisation. We have a rapidly growing team of employees and volunteers, and every individual is made to feel part of the team.”
- “It's a fun and friendly environment to work in. Our whole team is so hard-working and dedicated to what they do, bringing a fantastic energy to both the office and the schools that we work in!”
- “Yes Futures is a great, friendly place to work! Employees and volunteers are all made to feel very welcome. ”
- “Fantastic team morale and support. Dedicated to our cause, professional and passionate about helping young people. Listens to employees, open to ideas, flexible approach.”
- “I work with a supportive team with great passion and energy. We are all so different but share a passion for supporting young people. Our CEO is an inspiration and leads the way with her positivity, drive and enthusiasm. ”

## More Information about the Programme

Our Finding Futures (primary) and Rising Futures (secondary) are run slightly differently, but have the same core elements:



### **Personalised Coaching**

Each student receives personalised Coaching sessions with a fully-trained, volunteer Yes Futures Coach. Our Coaches support students to self-reflect and take responsibility for their development.

Throughout the programme students use Yes Futures' award-winning Talent Toolbox to document experiences and skills they developed during the programme. The Talent Toolbox focuses on four key talent areas: confidence, communication, resilience and self-awareness. Students set themselves challenging targets throughout the programme and work hard to achieve these.

The Coaching sessions run throughout the programme, in between the group sessions and the three trips. The Coaching sessions in our secondary school programme (Rising Futures) are one-to-one online sessions, whereas in our primary school programme (Finding Futures) they are delivered in small groups (of between 2-5 students).



### **World of Work**

Students develop an understanding of working life through valuable, first-hand experience. Through a day visiting a workplace, students get to network with a range of professionals.

For example, some student visited Hewlett Packard's Head Office where they met staff from different areas of the business and got a preview of some of HP's new technology. Students developed their own ideas for a new HP product and pitched this to HP staff.



### **Into the Wild**

Students attend a day at an activity centre, where they come together with students from other Yes Futures partner schools. Throughout the weekend, students participate in an action-packed timetable of activities such as raft building, rock climbing and the 'giant swing'. Students develop team work, communication skills and resilience through a range of physical and problem-solving challenges in an unfamiliar, countryside environment.

**Despite the pandemic, we continue to have a transformational impact on young people:**



**72%**

of students felt more motivated to achieve at school.

**88%**

of students felt more prepared for the future.

**76%**

of students have increased their confidence.

**84%**

of students felt the programme made a positive difference.



**The Yes Futures Coaches were incredibly professional, patient and well organised throughout the programme. It was a pleasure to work with you."**

Mr Scott Moore, Head of Year  
Hoe Valley School



**Every teenager ought to experience a programme such as the Yes Futures programme. The development of young people's confidence and skills, through real-world exploration and challenges, is essential to their life chances in the 21st Century".**

Sir Michael Barber  
Former Prime Minister's Education  
Advisor







## For more information

[www.yesfutures.org](http://www.yesfutures.org)

[applications@yesfutures.org](mailto:applications@yesfutures.org)

020 8144 4393



Empowering every young person to believe in **themselves**

Charity number: 1155082