

Role Profile

- Job Title:** Programme Coordinator
- Location:** Based in either Plymouth or Liskeard
- Hours:** 35 hours per week to be worked flexibly including evenings & weekends to suit the needs of the business/team
- Salary:** Starting from £25,750 depending on experience

About Real Ideas

We solve problems & create opportunity.

From supporting young people to find work and develop skills to helping start-ups and enterprises thrive, we work to solve problems and create positive and lasting social change.

We are innovators, change makers and risk takers.

Through our buildings and support we provide space to work and learn.

We have a vision for what a better future could look like, but there's no point us going alone; the only way forward is together. That's where you come in...

Job Purpose

As a Programme Coordinator, you will work in teams coordinating and delivering activities, contributing to the growth of Real Ideas' programme, membership, social impact and the wider organisation.

Main duties and responsibilities:

- Practically coordinate and deliver excellent quality content, events, workshops and other activities as part of Real Ideas' programme and for our members and customers.
- Offer outstanding customer service and respond effectively to member and customer's needs working with Real Ideas' colleagues, including the Customer Experience & Food Leads and teams.
- Use skills, knowledge, expertise and work with colleagues to deliver excellent content face to face and via online platforms.
- Work collaboratively with Real Ideas colleagues as part of a 'delivery team', actively using Real Ideas' systems and processes, including workflow and quality assurance systems.
- Ensure all activities and resources are inclusive and appeal to a diverse audience and take positive steps to remove barriers to engagement.

- Ensure customers and members receive the assistance, and where appropriate additional specialist support, they need to participate effectively in our programme.
- Ensuring programmes are promoted effectively, sufficient sales are generated, delivered on time, to budget and offer excellent customer experience.
- To work effectively and productively with partners and stakeholders.
- Undertake administrative activities required to successfully deliver aspects of the programme.
- To track, report on, push for and celebrate social and environmental impact through the work we do, helping us create more as a result.

Real Ideas wide responsibilities

- To represent Real Ideas well, understanding and talking coherently about Real Ideas products and programmes to provide more value for customers and members.
- To adhere to and uphold Real Ideas' social purpose, strategic aims and policies.
- To contribute to a culture of inclusion and equality and demonstrate a commitment to removing all forms of discrimination.
- To act with integrity and always maintain the highest professional standards.
- To strive to meet individual and collective targets.
- To maintain the level of qualifications/personal and professional development and competence required to carry out this role and notify the company immediately of any circumstance that affects this.
- To proactively and effectively use all Real Ideas reporting and other systems.
- A flexible approach is required for the role. Additional, reasonable duties commensurate with the role and as agreed in advance from time to time.

This job description is not necessarily an exhaustive list of duties and is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

Person Specification

Our values: How we behave

Working at Real Ideas is exhilarating, but it can also be challenging; we're not a typical organisation and by design we don't fit into traditional business structures or strict 9 to 5 working hours.

There's nothing typical about the people who work at Real Ideas. With experience in many different industries and cultures the one thing we all have in common is a passion to make a positive difference in the world.

Principally we're looking for people who embrace our vision and values, and who want to join us on this journey. Whilst your technical skills and abilities are important, being on board with our vision is crucial.

You'll need to be dedicated, tenacious and enjoy the challenges of working as part of multi-disciplined team. At Real Ideas collaboration is key, so you'll need to be a great team player, up for working with a wide range of people from colleagues and partners, to members and suppliers.

We're interested in finding people who are proactive, hungry for opportunities to be responsible and accountable, and who can ride the waves of change with the wind in their hair and a smile on their face.

And because we always strive to be the best we can be, you'll be happy to challenge and be challenged.

If this sounds like you, then read on...

We use the following criteria to assess your suitability for the role. Please note that requirements at the application stage represent the minimum requirements for shortlisting purposes.

Qualifications	Level 2 (or equivalent) Maths and English	Application
Behaviours	Adaptability Looking at your ability to adapt to change	Interview
	Culture Fit Do you share our beliefs/values and bring about diversity within Real Ideas?	Interview
	Collaboration Can you collaborate effectively and work well with others?	Interview
	Growth Potential Do you have the potential to grow with Real Ideas and can evidence goal setting and motivation?	Interview

	Prioritisation Are you able to decide which task needs to be tackled immediately and which ones can wait – someone who can manage their time and prioritise effectively.	Interview
Experience	<ul style="list-style-type: none">• Experience of co-ordinating and delivering activities, events or workshops• Experience of working directly with a wide range of diverse people• Experience of working in delivery teams• Working on several simultaneous programmes and projects• Experience of applying digital solutions to meet outcomes.• Negotiating outcomes• Manage and drive positive change• Getting the best out of people and opportunities.• Working in an inclusive way, taking practical steps to remove barriers to engagement.	Application
Knowledge	<ul style="list-style-type: none">• An excellent understanding and working knowledge of how to organise, coordinate and deliver activities• Budgeting, coordination and administration	Application
Skills	<ul style="list-style-type: none">• Ability to work to tight deadlines and produce clear outcomes.• Teamwork, collaboration and co-production.• Budget management• Work independently with minimal direct supervision• Commitment to excellent customer service• Work flexibly and prioritise tasks• Strong negotiation skills• Motivating and inspiring others• Ability to communicate at variety of levels• A passion for visual communication and design and understanding of brand communication and the importance this plays in creating a sense of belonging.• Proficient in the use of IT including web-based applications, Microsoft Word and Excel	Application
Other	<ul style="list-style-type: none">• Willingness to travel• Strong commitment to equal opportunities• Ability to effectively utilise client management systems• We welcome knowledge or experience in the areas of learning, education, business support, creative industries and immersive technologies	Application