

1. **Job title:** Airplay Programme Coordinator
2. **Reports to:** Airplay Programme Manager
3. **Service name:** Programmes
4. **Location:** Home working with frequent travel to Watford and RAF stations nationally

5. Job purpose:

One YMCA provides a range of social housing, sports, health & wellbeing, children's services, youth and community activities within Hertfordshire, Bedfordshire and Buckinghamshire, for the benefit of local people and communities.

Reporting to the Airplay Manager the Youth Work Coordinator's role is to manage the delivery and development of One YMCA's Airplay provision and the coordination, support functions and monitoring of the national Airplay contract in line with the Airplay Handbook and contracts.

The key elements of the post are:

- a) To work alongside the Airplay Programme Manager to support the monitoring and oversight of sub-contracted Airplay projects.
- b) Identify opportunities for innovation across the Airplay programme in partnership with YMCA partners.
- c) Steward, on behalf of One YMCA, individual Airplay programmes and the collation of progress against agreed KPI's
- d) To maintain reporting mechanisms and processes which includes and gathers qualitative and quantitative information.
- e) To lead on the implementation and development of Airplay's central programmes including Airplay Connect.
- f) To ensure that CRM functions and practices are implemented and consistently applied to facilitate accuracy in performance data.
- g) To take an active role in mobilising national thematic projects and strategies including quality assurance methodologies.
- h) Coordinate One YMCA's local delivery of Airplay at certain identified RAF Stations. Provide line management to a group of Station Youth Workers located at different sites – including induction, professional support, supervision, objective setting and performance management.
- i) Work towards and achieve the agreed Key Performance Indicators for projects managed ensuring strategic aims and contractual obligations are met and a high level of service is provided at all times.
- j) Identify and develop areas for growth of the services managed including learning and development opportunities and relationships with partners and stakeholders to provide positive outcomes for young people and grow the reach, impact and reputation of One YMCA.

6. Main duties:

The post holder's main duties will include:

Development activities

- a) To hold responsibility for the implementation and coordination of thematic national projects and Airplay Connect in partnership with the wider stakeholder group, under the direction of the Airplay Programme Manager.
- b) To identify and develop innovative additional opportunities for the joining of cross connecting projects
- c) To take an active role in internal and external communications regarding Airplay in collaboration with marketing, communications and insight colleagues
- d) To facilitate the data collation from YMCA partners by stewarding internal CRM systems.
- e) Organise, promote, and deliver relevant training opportunities within the project remit, for which you are appropriately trained.
- f) Act as lead on recruitment and selection for your RAF Stations in partnership with the local teams and Stations ensuring roles are advertised in a timely fashion.

Service delivery activities

- g) To coordinate the compilation progress through agreed KPI's.
- h) To inform the Airplay Programme Manager of possible project risks or project 'stalling' and advise on proposed action to be taken.
- i) To play an active role in Airplay networks to enable partner collaboration.
- j) To work with YMCA partners, Airplay beneficiaries and the Airplay Programme Manager on the creation of projects linked to national projects and Airplay Connect.
- k) To implement quality assurance methodologies under the direction of the Airplay Programme Manager to ensure contract compliance.
- l) To have day to day oversight of Airplay Connect and CRM data functions
- m) To capture the effectiveness and impact of the Airplay programme at a national level, liaising with commissioner representatives on the compilation and presentation of success stories and data sets
- n) Work with Station Youth Workers and RAF colleagues at RAF Stations to develop local programmes and plans to meet the needs of the community, project and young people
- o) Attend and coordinate regular partnership meetings for Airplay projects and use this opportunity to identify opportunities for Airplay to support young people and develop services and manage any arising issues
- p) Ensure that all delivery within your responsibility complies with all health and safety and safeguarding requirements.
- q) Arrange for or provide cover for the absence of colleagues to deliver programmes where necessary.
- r) Support the Station Youth Workers to develop innovative and creative ways of communicating/engaging with young people as well as capturing their views to develop Airplay.
- s) The job requires working flexible hours at times which may include some early mornings, evenings, weekends and overnights.

Statutory and Regulatory

- t) To work within agreed budget and to comply with financial regulations and all other YMCA Policies and Procedures.
- u) Ensure your area of responsibility remains compliant with all relevant best practice and legislation, including GDPR, health and safety and safeguarding
- v) To be responsible for information held on internal database systems in line with statutory obligations and legislation

- w) Ensure all accidents, incidents and near misses within your projects are recorded and reported accordingly in line with policy and procedure
- x) Act as first point of contact for Safeguarding incidents from your projects and support for the team and that these are recorded and reported accordingly in line with policy and procedure

Budgets and administration

- y) Work with the Airplay budget alongside other departmental budgets, gaining permission for any spend from other cost centres in advance
- z) Demonstrate good stewardship of funds set aside for Airplay activities
- aa) To establish and maintain a method to accurately track KPI activity.
- bb) To use Excel to prepare reports as required
- cc) To be able to plan and manage a complex workload and set of activities effectively with the ability to adapt to unscheduled and changing demands therefore, re-prioritising when necessary

Working relationships

- dd) To work with and empower Airplay partners by offering advice and support
- ee) To work closely with RAF Community Support, Airplay staff and other key partners from your own allocated area.
- ff) Under the stewardship of the Airplay Programme Manager support YMCA partners through the central contract to ensure 'poor performance' is minimised and that the priorities within Airplay projects are aligned with contract requirements.
- gg) Build strong relationships with all stakeholders and beneficiaries of Airplay
- hh) In partnership with the Airplay Programme Manager, facilitate and broker opportunities to celebrate and gain recognition of successes at a national level.
- ii) To play an ambassadorial role by representing Airplay and One YMCA at relevant national/local forums and events.

Learning and Development

- jj) The postholder will work with their own managed projects and local YMCAs in the development and delivery of projects. This may require the implementation of additional networking, training and/or support sessions which could be self delivered or 'bought in' from external facilitators
- kk) Learning and Development opportunities will be identified and agreed between postholder and line manager to assist the postholder's delivery of the activities and objectives required

General

- ll) To support the Airplay Programme Manager in the delivery of the contract
- mm) Ensure records are well maintained as required by YMCA and information is shared appropriately and in a timely manner
- nn) Adhere to YMCA policies and procedures at all times
- oo) Achieve performance objectives set by the post's line manager
- pp) To work in a way that reflects and supports the Charity's values.

7. Scope and accountability:

Activities:	As set out above
Staff:	Direct line management of Station Youth Workers from allocated projects. Close working with staff within YMCA partners, the RAFBF and RAF
Stakeholders:	Yes – high levels of external stakeholder engagement
Budgets:	Expenses related to the central Airplay budget
Assets:	No
Information:	Maintaining own information as well as KPI data

Health & safety: Ensuring allocated projects are operating within Health and Safety requirements and best practice
Other legal: -

8. Key working relationships:

Internal: a) CEO
b) Senior Managers
c) Staff
External: a) Service users
b) YMCA partners
c) Commissioner and their representatives
d) YMCA Federation

9. Key competencies

- a) Demonstrating knowledge of your role and the work of the organisation and to enable innovation and change through the involvement of others.
- b) Meeting customer needs and being able to continually improve our services to make sure customers and stakeholders receive an excellent service.
- c) Behaving ethically and professionally with role and taking steps to learn and develop over the course of employment and achieving high levels of performance in self and others.
- d) Making sure that the YMCA delivers its priorities, manages relationships and risks as well as using resources appropriately to deliver success.
- e) Working effectively with others, opening and collaboratively, valuing their differences and creating a working environment which helps achieve goals.

10. Limits of authority:

The post holder will:

- a) Have financial spending authority in accordance with Financial Regulations
- b) Contact with suppliers in accordance with Financial Regulations
- c) Comply with all relevant legislation, especially GDPR
- d) Comply with the health & safety policy and associated procedures
- e) Comply with statutory and regulatory requirements with regard to Housing and social landlord requirements

11. Resources managed:

Budgets for allocated central and Station projects

12. General:

The responsibilities contained within this job description are indicative, but not exhaustive. As the role develops, the requirements of the post may change. Therefore, the post is subject to review in discussion with the post holder.

The post holder may be required to undertake other duties from time to time as the YMCA may reasonably require which are commensurate with the grade of the post.

The responsibilities contained within this job description cover the remit of the YMCA's Airplay function. Post holders will lead on delegated tasks and work streams according to experience and skills.

The post holder shall comply with the YMCA's policies and procedures and ensure that appropriate actions and reporting protocols are followed at all times.

The post holder shall attend regular staff or other related meetings.

An Enhanced Disclosure is required for this position.

13. Approval: November 2021



PERSON SPECIFICATION

Knowledge, qualifications and experience	Essential	Desirable
Knowledge and understanding of successful project/programme management.	√	
Knowledge and experience of leading, managing and motivating youth workers to deliver high quality youth work provision	√	
Experience of supporting direct reports through induction, supervision, appraisal and performance improvement	√	
Experience of developing and drafting a project plan and seeing them through to completion through project management		√
Knowledge and experience of managing data and compiling reports	√	
Experience of working in partnership with internal and external colleagues to deliver co-produced projects	√	
Experience of monitoring and evaluating project effectiveness	√	
Experience of establishing and developing relationships with stakeholders	√	
Good understanding of commissioner relations and experience of written reporting		√
Relevant youth work qualification at level 3 or above	√	
Experience of safeguarding in a youth work setting and able to provide support and advice to youth workers as well as act as first point of contact for safeguarding concerns	√	
Aptitudes, skills and competencies		
Excellent administrative and time management skills	√	
Attention to detail and ability to achieve high standards of accuracy	√	
Ability to stay abreast of, interpret and apply complex information to the remit of own and others roles	√	
Ability to work on own initiative whilst balancing and prioritising a complex and diverse blend of work-related tasks	√	
Ability to communicate clearly and persuasively orally and in writing to a wide and varied audience	√	
Ability to formulate plans which are concise, relevant, and purposeful to the audience intended		√
Ability to initiate, maintain and develop effective working relationships at appropriate levels and represent YMCA externally	√	
Personal qualities		
Commitment to valuing equality and diversity and understanding how this applies to own area of work/service provision	√	
Commitment to own professional development and willingness to undertake learning and development appropriate to the role	√	
Able to respect the Christian ethos of the YMCA and uphold its values	√	
Ability to work flexibly with occasional out of hours activities	√	
Ability to travel across organisational sites on a regular basis	√	