



## Job Description

<b>Job Title</b>	Programmes Co-ordinator
<b>Department</b>	Heart of the City (c/o Innovation & Growth)
<b>Grade</b>	C
<b>Trent Position Number</b>	77E0394/001

### About Heart of the City

Heart of the City is an independent charity which is housed and supported by the City of London Corporation. The team is employed by the Corporation and seconded to the charity.

Heart of the City works with small and medium sized businesses (SMEs) to help to develop responsible and sustainable business programmes which can range from supporting their local community, to reducing their environmental impact or tackling diversity and wellbeing in the workplace.

Heart of the City delivers its programmes with the support of a powerful network of 'ambassador' companies who share their expertise and resource to help SME member companies get started in responsible business. The charity's Co-Presidents are the Lord Mayor and the Governor of the Bank of England.

Heart of the City has recently embarked on a number of exciting new projects including the expansion of its services to support SMEs across the whole of the UK and the launch of a new City-focused climate action course for small businesses in the Square Mile to ensure they are contributing to the City of London's net zero targets.

### Purpose of Post

Reporting to the Head of Programmes, this new role will be an important addition to the Heart of the City programme team and will be responsible for supporting the smooth delivery of our programmes and full calendar of in-person and online events. The post



holder will be key in increasing the progress and engagement of our SME programme participants.

## **Main Duties & Responsibilities**

- Act as a first point of contact for SME programme participants, helping to increase their engagement, answering their questions where possible or passing queries onto relevant team members when needed.
- Support the programme managers with a series of regular check-ins with SME programme participants to ensure progress and engagement.
- Support the delivery of our programme of in-person and online events, taking responsibility for event logistics, briefings and co-ordination of speakers, online event pre- and post-production tasks and support during the events.
- Manage the onboarding process of new SME programme participants ensuring information is correctly logged on our CRM database and online learning platform and that our application process is up-to-date and regularly reviewed.
- Manage regular reviews and updates of our online learning platform and learning resources to ensure SME programme participant satisfaction and engagement.
- Produce reports, key data, presentations and briefings for funders and other key stakeholders as well as to support the wider team, including tracking progress against KPIs and regular SME programme participant engagement reports.
- Gather accurate data and maintain CRM database updates to monitor, evaluate and record the engagement, progress and impact of SME programme participants to support continuous improvement.
- Support impact measurement by co-ordinating and producing regular online surveys and polls for SME programme participants.
- Support the delivery of wider team events, including business recruitment events and ambassador engagement events and support the co-ordination of the team's external speaking opportunities.
- Actively seek to develop own responsible business and sustainability knowledge.
- Represent Heart of the City at senior level events, advocating our work when appropriate and ensuring leads and contacts are recorded on internal systems.
- To be available to work outside of normal working hours in order to attend events.



- To undertake any other duties and responsibilities commensurate with the grade and responsibilities of this post, and as directed from time to time by the Director and Head of Programmes.
- Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
- Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
- To undertake any other duties that may reasonably be requested appropriate to the grade

## Person Specification

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Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (**A**), interview (**I**) or test (**T**) as indicated below.

### Professional Qualifications / Relevant Education & Training

#### Desirable

- Good working knowledge of efficient and effective office administration (A&I)
- Training, education or experience within the responsible business (CSR) field (A&I)

### Experience Required

- Knowledge of / or interest in responsible business (CSR) issues (A&I)
- Experience of building and managing relationships with key stakeholders (I)
- Experience of successfully supporting the delivery of in-person or online events (A&I)
- Experience in successfully delivering against multiple tight deadlines (A&I)
- Experience of recording and maintaining accurate data (A&I)
- Experience of using online meeting platforms such as Zoom and Teams (A&I)

- High level of proficiency in the use of all Microsoft Office systems especially Word, Excel and PowerPoint and confidence in using databases. (A)
- Demonstrates the Heart of the City values: Friendly, Connecting, Committed, Ambitious, Practical. (I)

### Technical Skills & Knowledge

- Very good written communication skills in order to draft emails, event briefings etc (A)
- Very good oral communication and interpersonal skills with the ability to engage and influence stakeholders (I)
- High degree of flexibility in moving between tasks as business priorities dictate and willingness to work and contribute as part of a small team (A&I)
- Organised approach to work with excellent attention to detail (I)
- Proactive approach to all tasks (I)

#### Desirable

- Familiar with systems such as Salesforce or similar customer relationship management systems, Eventbrite and Typeform (A&I)

### Other Relevant Information

For this role you will need to be available to attend evening and early morning events on an occasional basis. The team is currently working a mix of home and office-based hours which we expect to continue. Requests for flexible working patterns can be accommodated.

### Recruitment – Note to Applicants

***The qualifications, experience and technical skills will be used in the decision making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s). It is essential you address the criterion marked as (A) on your application form in the section for supporting information.***

***Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.***



# Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

## **Salary**

The starting salary for this job is £30,440 per annum inclusive of all allowances. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

## **Contract**

The position is offered on a permanent basis

## **Hours of Work**

Normal hours of work are 9.15am – 5.00pm, being 35 hours per week excluding lunch breaks, Monday to Friday, inclusive but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

## **Frequency and Method of Payment**

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.

## **Annual Leave**

There is an entitlement of 24 days annual holiday plus Bank Holiday. There are subsequent increases to entitlement to annual holiday according to length of service.

## **Sickness Absence and Pay**

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.

## **Pension**

You will automatically be admitted to the City of London Corporation's Pension Scheme. Employees contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary.

If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.



### **Continuous Service**

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

### **Probationary Period**

You will be employed initially on a six month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

### **Notice Period**

One month by either party after satisfactory completion of probationary period.

### **Learning and Employee Development**

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

### **Employee Volunteering Programme**

The City Corporation, in line with its aims to contribute to a flourishing society, shape outstanding environments and support a thriving economy, offers employees paid special leave time during normal hours to encourage employees to volunteer their time and skills to Volunteer Involving Organisations (VIOs) operating within the Square Mile, London and beyond.

Full-time employees may take up to 2 days or 14 hours per year in which to volunteer, between 1 January and 31 December. For temporary and part time employees these hours are adjusted pro rata. Volunteering time can be taken in smaller bite size e.g. 2 hours a week over 7 weeks, where this can be accommodated by the City Corporation and meets the requirements of the volunteer organisation.