

JOB DESCRIPTION

JOB TITLE:	Programme Officer – HHH
SALARY:	£20,023 - £21,088 (FTE=£24,695 - £26,008)
TERM:	Fixed-Term (3 years)
LOCATION:	Hybrid Remote / Wellington Office
HOURS OF WORK:	30
RESPONSIBLE TO:	Project Lead – HAF
COMMENTS:	Flexible working pattern to be agreed. We welcome applications from candidates seeking school-hours working or other flexible arrangements that meet the needs of the service.

Main Purpose of the Job

This role has been designed to provide flexibility for experienced professionals seeking a high-impact role with a working pattern that supports work-life balance.

To coordinate and support the delivery of the Holiday Activities and Food (HAF) programme, working closely with the Project Lead to ensure high-quality, inclusive provision for children and families.

The role will take operational responsibility for key areas of delivery, including the management of family ticket allocation systems, ensuring fair and effective access for families most in need.

Summary of Responsibilities and Key Duties of the Job

1. Programme Coordination

- Coordinate day-to-day delivery of the HAF programme across multiple locations
- Work closely with the Project Lead to support planning and implementation
- Ensure providers deliver safe, engaging and compliant provision
- Maintain accurate records of delivery, attendance and outcomes

2. Provider Support and Communication

- Act as a main point of contact for delivery partners
- Support onboarding and ongoing communication with providers
- Share clear guidance, timelines and expectations
- Build and maintain positive working relationships across the provider network

3. Family Ticket Administration

- Lead the administration of family ticket allocation and distribution
- Ensure a fair, transparent and efficient process for accessing funded places
- Use data and local insight to target families most in need
- Monitor uptake and identify gaps in access or engagement
- Respond to family enquiries and resolve booking issues
- Work with partners to increase awareness and uptake
- Track usage and contribute to reporting on reach and impact

4. Monitoring, Data and Reporting

- Maintain accurate data using Excel and the SASP booking system
- Track attendance, engagement and programme reach
- Support reporting requirements for funders and stakeholders
- Identify trends and highlight areas for improvement

5. Partnership Working

- Work with schools, community organisations and local partners to support delivery
- Contribute to a joined-up approach across HAF and wider programmes
- Support targeted engagement of priority groups

6. Quality and Inclusion and Provider Development

- Promote inclusive practice across all provision
- Support providers to create welcoming, accessible environments
- Help ensure the programme reaches children facing the greatest barriers

7. Decision-Making and Responsibility

- Manage day-to-day operational decisions relating to programme coordination and family ticket allocation
- Escalate strategic or high-risk issues to the Project Lead where appropriate
- Work independently within agreed frameworks and processes

What Success Looks Like

- Family tickets are distributed fairly, efficiently and reach priority families
- High levels of attendance and engagement across HAF provision
- Strong relationships with providers and partners
- Accurate, timely data that supports reporting and decision-making
- Smooth day-to-day coordination of the programme

General Information

All work performed/duties undertaken must be carried out in accordance with relevant SASP policies and procedures, within legislation, and regarding the needs of our customers and the diverse community we serve.

Person Specification

Essential

- Excellent relationship-building skills.
- Confidence communicating with schools, providers and families.
- Ability to work independently and prioritise workload.
- Experience of coordinating programmes or projects
- Strong organisational and administrative skills
- Experience working with multiple stakeholders or partners
- Experience using data systems or spreadsheets (e.g. Excel)
- Strong communication skills (written and verbal)
- Ability to manage competing priorities

Desirable

- Experience working with children, families or community programmes
- Knowledge of the HAF programme or similar initiatives
- Experience using booking or registration systems
- Understanding of barriers to participation (e.g. cost, access, SEND)

Key Skills and Attributes

- Highly organised and detail-focused
- Proactive and solutions-focused
- Approachable and relationship-driven
- Able to work independently and as part of a team
- Committed to improving outcomes for children and families

Other Requirements

- Enhanced DBS check required
- Willingness to travel locally
- Occasional evening and school holiday working during peak delivery periods