

Job description

Position:	Programme Coordinator
Department/Office:	Common Purpose Ireland
Responsible to:	Programme Director
Physical Location:	Dublin but flexible
Duration:	Permanent – Full Time
Salary:	€32,000 plus shared bonus system

Background to Common Purpose

Common Purpose is a global social enterprise across Asia, UK, Europe, Africa and the US that was founded in 1989 that develops leaders who can cross boundaries. This enables them to solve complex problems both in organizations and in cities. We deliver face-to-face and online leadership courses for multiple generations of leaders: from students in universities to senior leaders in organizations and society.

Common Purpose (Ireland) is a licensee of The Common Purpose Charitable Trust delivering experiential leadership development programmes in Ireland. Common Purpose (Ireland) was established in 1996 as a charity and Company Limited by Guarantee.

We are currently looking for support for our programme delivery team who are based primarily in Ireland but as part of a wider global team with colleagues also in the US, India, Singapore and Australia. You will be supporting our programme delivery for a broad range of clients and participants, from young people to senior leaders. This role is full time and flexible regarding location and regarding in-office or home-based.

Common Purpose is an equal opportunities employer so welcome applications from minority groups.

Main Purpose of the Role

The Programme Coordinator is a member of Common Purpose staff reporting to the Programme Director with dotted line supervisory accountability to the CEO.

The Programme Coordinator has supportive administrative and customer service responsibility for Common Purpose (Ireland). The role is to support the quality, sales and delivery of Common Purpose programmes in Ireland while providing administrative support to the team.

Responsibilities

1) Events and Programme Coordination

- Responsible for the efficient administration of all systems and activities pertaining to Common Purpose Ireland's suite of leadership development programmes
- Support Common Purpose teams in delivering high quality virtual, in-person and livestreamed events, programme days, launches, and alumni events, under guidance of the Programme Director

- Manage the administration and coordination of virtual programmes during the sessions using Zoom, including creating and managing breakout rooms, communicating with participants using the chat function, sharing slides and handling client issues
- Compile information, sales and briefing packs
- Identify materials for the curriculum and produce quality supporting materials
- Liaise with, and visit, venues prior to in-person and livestreamed events; organise catering; handle venue bookings
- Regularly liaise with, and support, programme participant groups e.g. in relation to dietary requirements, biographies, support with the participant website, App, and assessment procedures
- Identify, contact and brief contributors, panellists and visit hosts
- Physically set up the venue for in-person events e.g. set up the room, registration arrangements, etc. (*Should you have a physical disability, we will work around these job tasks to accommodate you.)

2) Systems Management, Finance and Governance

- Data entry and data cleansing on systems and databases including Common Purpose global CRM
- Maintain and maximise the use of IT systems
- Run and organise the office systems
- Keep Common Purpose knowledge base up to date
- Order stationery and office supplies; handle post and maintain effective office administration procedures
- Vendor management
- Preparation and administration of documentation relating to governance, the Board and Advisory Group
- Report on KPIs against the strategic plan

3) Relationship Management, Sales and Marketing Coordination

- You will act as the key communicator for programme participants before, during and post programmes via email, social media, phone, web portal and App communications.
- Support the team with marketing initiatives; PR opportunities; graduate communications
- Regular telephone and email contact with businesses, public sector organisations and charities arranging sales/recruitment meetings
- Sales calls to follow-up when information has been sent
- Research case studies through our knowledge base
- Regularly update the sales database with contact details and track customer movements
- Maintain regular communications and good relationships with key stakeholders (e.g. programme participants, advisory group members, contributors and alumni)
- Present a professional, helpful and efficient image of Common Purpose at all times

N.B The main duties and responsibilities of the post are outlined in this job description. This list is not exhaustive and is intended to reflect the main tasks and areas of work. Changes may occur over time and employees will be expected to agree to any reasonable changes to the job description that are commensurate with the grade and in line with the general nature of the

post. Employees will be consulted about any changes to the job description before these are implemented.

Person Specification

Common Purpose (Ireland) are willing to consider candidates from any background or capabilities provided they can demonstrate their skills. The person appointed will essentially demonstrate:

Essential

Qualifications, experience and competencies

- An undergraduate degree (or equivalent qualification) in any subject preferably in a business-related subject
- 2-3 years in office management, event management, customer service or administration
- Must be a team player who thrives on deadline-driven projects and can deliver under pressure
- Meticulous attention to detail & excellent organisation skills
- Excellent written and verbal communication skills
- Ability to organise and analyse data to detect patterns and opportunities
- Ability to maintain high standards of professional conduct at all times: telephone, email and in person
- Highly IT literate with experience in using Word, Excel, PowerPoint, email and CRMs
- Self-starter and ability to get up and running quickly
- An understanding of and commitment to Common Purpose's mission, values and behaviours
- An interest in positive change in the world

Desirable

Qualifications, experience and competencies

- Event organisation experience
- Good knowledge of the area, its key issues, and significant organisations
- Experience of working in an office/ sales based environment
- In depth experience working with CRM databases
- In depth experience with financial procedures – invoicing, tracking cashflow, financial reporting
- Experience working with online communications platforms – e.g. Zoom
- Knowledge of Irish financial regulations and company law and governance
- Knowledge of the Charities Governance Code or qualifications/experience in public policy

How to apply

Please send your CV and a **Cover Letter** outlining why you are interested in the role to dublin@commonpurpose.ie by Friday the 22nd April.