



Challenges
Worldwide

ICS Programme Officer

Grade	3b
Salary	
Hours	Full time
Location	Challenges Headquarters, Edinburgh
Line Manager	Account Management Director
Issue	06/12/2017

About Challenges

As a group of Social Enterprises (Challenges Group) and a Charity (Challenges Worldwide) we know that if enterprises grow, everyone benefits through increased earnings and stable jobs leading to growth in the wider economy.

We provide innovative solutions that engage, grow and connect people to emerging opportunities for development and investment.

We work predominantly in sub-Saharan Africa providing support to enterprises and people through a variety of practical, technology led programmes.

People - We provide structured, work-based placements and professional qualifications, growing peoples' skills and connecting them to opportunities in enterprise

Enterprise - We engage enterprises to understand organisational capacity, explore growth options and connect to tailored solutions

Consulting - We deliver a range of consulting services, offering strategic business support and enabling growth connections in trade and finance.

The Team

Challenges Worldwide is delivering the DFID funded, International Citizen Service (ICS) programme, working with young people aged 18-25 placing them in enterprises for 12 weeks. Challenges has incorporated our experience and expertise in private sector development into the ICS programme building a unique project that embeds youth in local enterprises. Challenges' is delivering ICS in Ghana, Uganda, Rwanda and Zambia, with exciting growth across all countries.

Within the Account Management Team our pre-departure team forms a critical role in preparing our volunteers for their placement, ensuring that all logistics are in place and supporting our volunteers during 12 weeks when they are overseas. You will be part of a strong team that strives to ensure that each volunteer has a positive and high-impact experience, supports inclusion of opportunity for all volunteers and delivers on programmatic goals.

The Role

As **Programme Officer** you will be responsible for delivering a high-level of programme quality through managing the pre-departure and assessment logistics for the ICS programme.

Skills, Experience and Personal Qualities



Essential

- Excellent written and verbal communication skills; including excellent phone manner
- Flexible and adaptable with an ability to prioritise a varied workload and meet deadlines whilst coping with the unexpected
- Strong administrative and organisational skills and attention to detail
- Highly motivated with the ability to work independently, demonstrating use of initiative to complete tasks
- Ability to work effectively as part of a team and communicate sensitively with other members of staff within Challenges
- An interest and commitment to international development and the leading role of young people in development
- Basic numeracy skills and ability to make accurate financial calculations
- Competence in Microsoft Word, Excel, PowerPoint and Outlook
- Fluent written and spoken English

Desirable

- Previous experience and knowledge of the ICS programme
- Experience of working with 18-25 year olds from a wide range of backgrounds outside a formal learning environment
- Competency in CRM systems (Salesforce or similar) or Microsoft Access

We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age

Main Responsibilities

Volunteer Support

- Support a diverse range of UK volunteers through the ICS volunteer journey, from application to departure and after their return from the overseas placement.
- Regular contact with applicants and volunteers over the phone and via email to answer programme related questions and offer support to attend assessment days, training events and to complete selected pre-departure preparations.

Logistical Support

- Ensure that necessary logistical arrangements are made in good time and at the best value for the volunteer and the programme.
- Book travel and accommodation within the UK where needed, for applicants, volunteers and staff
- Use technical tools effectively such as CRM software (Salesforce) to log any contact and progress with an applicant or volunteer.
- Manage resources effectively, spend programme money responsibly and organise own work to meet objectives on time.

Organisational Support



- Work as part of a team with Challenges staff and other ICS agencies to ensure effective delivery of programme aims
- Carry out administrative tasks and support staff to run assessment days, training events and other key delivery components
- Train to be an ICS assessment day selector and attend days where needed
- Represent Challenges Worldwide and ICS at appropriate external events
- Get involved in projects across the organisation, working actively to improve processes
- Other duties as required, sometimes requiring work on weekends