



**Blackpool and the Fylde Coast's
Leading Youth Work Charity**



PROGRAMME MANAGER

Candidate Information Pack

ROLE PROFILE

Post:	Programme Manager
Salary:	£30,000 – £36,000
Reporting to:	Head of Programmes
Direct reports:	Programme staff, casual workers and volunteers as allocated
Leadership responsibility:	Operational leadership of assigned programmes and specialist provision
Professional requirement:	Relevant qualification at JNC Level 6 in Youth work or equivalent
Working pattern:	The role requires regular flexibility, including evenings, weekends, residentials and bank holidays

ABOUT THE BOATHOUSE YOUTH

Our work is underpinned by four organisational values:

Love. Respect. Agency. Responsibility.

By 2030, our ambition is to enable 5,000 young people to participate in high-quality, effective youth work across The Boathouse Youth network.

The Boathouse Youth exists to ensure that Blackpool and the Fylde Coast is a place where young people are leading their best lives.

Our mission is to create a world-class youth work infrastructure across Blackpool and the Fylde Coast.

Our 2025–2030 strategy, **Young People: Front & Centre**, is built around four interconnected pillars:

PEOPLE

PLACE

PROMISE

PROGRAMME

ROLE PURPOSE

The Programme Manager is responsible for the planning, coordination and successful delivery of an agreed portfolio of programmes and specialist provision.

The Head of Programmes holds organisational responsibility for programme strategy, professional youth work standards, quality assurance and impact. The Programme Manager is accountable for applying those expectations in practice and ensuring assigned programmes are properly planned, appropriately staffed, delivered within budget and continually improved.

Working under the professional leadership of the Head of Programmes, the postholder will translate The Boathouse Youth's programme framework, youth work standards and strategic priorities into safe, engaging and purposeful experiences for young people. The Programme Manager will ensure that programmes are well organised, appropriately staffed, delivered within budget and informed by the needs, interests and voices of young people.

The postholder will manage programme logistics, support delivery teams, maintain effective partnerships and ensure that monitoring and evaluation demonstrate what was delivered, what young people experienced and what impact it achieved.

The Programme Manager may lead areas of provision including:

- **Holiday Activities and Food Programme**
- **Summer Camp**
- **Canal Residentials**
- **Duke of Edinburgh's Award**
- **Outdoor and adventurous programmes**
- **Leadership and social-action programmes**
- **Other specialist or extended programmes as allocated**



THE FOUR Ps IN PRACTICE

The Programme Manager will turn BHY's four strategic pillars into consistent day-to-day delivery:



- **People** — lead, support, and develop staff, volunteers and partners so they can deliver high-quality youth work and build strong relationships with young people.
- **Place** — ensure centres, community venues, outdoor settings and residential environments are safe, welcoming, inclusive and used effectively.
- **Promise** — uphold BHY's commitment to young people by embedding safeguarding, participation, consistency, accountability and the organisation's values in every programme.
- **Programme** — plan, coordinate, evaluate and improve a balanced programme offer that responds to young people's needs, broadens opportunity and demonstrates impact.

KEY RESPONSIBILITIES

1. Programme Planning and Delivery

- Plan and coordinate the **effective delivery** of assigned programmes and projects.
- Translate programme aims and objectives set with the Head of Programmes into **detailed delivery plans, timetables and session programmes**.
- **Coordinate delivery across BHY centres**, schools, community venues, residential settings and other locations.
- Ensure programmes are **engaging, inclusive, needs-led and appropriate** for the young people taking part.
- **Identify operational challenges** and take timely action to ensure programmes run safely and effectively.

2. Youth Work Practice

- Ensure programme delivery reflects BHY's **youth work principles, values and professional standards**.
- **Model excellent practice** in building professional relationships with children and young people.
- **Promote positive behaviour, inclusion**, participation and young people's personal and social development.
- **Support delivery staff** to understand the purpose and intended outcomes of each programme.

3. Youth Voice and Co-production

- Ensure young people have **youth-led, meaningful opportunities** to influence programme design, delivery and evaluation.
- **Capture the impact of youth work** through authentic youth led story-telling, and case studies, championing achievements through social media content amplifying our presence and reputation across youth and community networks.
- **Support young people to take appropriate responsibility**, exercise agency and contribute to activities and projects.

4. Team Coordination and Management

- **Coordinate, lead and support staff**, casual workers, volunteers and external practitioners involved in programme delivery.
- **Set clear expectations** regarding roles, responsibilities, conduct and standards.
- **Provide programme briefings**, practical guidance and ongoing support to delivery teams.
- **Coordinate staffing arrangements** and deployment in partnership with relevant team.
- **Monitor the quality and consistency** of delivery addressing any concerns promptly.
- **Escalate significant professional, conduct or performance concerns** to the Head of Programmes.

5. Safeguarding, Safety and Inclusion

- Ensure the **safety and wellbeing** of children and young people remain central to programme planning and delivery.
- Implement BHY's **safeguarding, health and safety**, behaviour management, risk management and operational procedures.
- Ensure staff teams and casual staff understand the **Safeguarding requirements** and professional boundaries and can **recognise, record and escalate concerns** and challenge any poor practice.
- Ensure **safeguarding concerns**, incidents, accidents and allegations are reported and recorded **promptly and accurately**.
- Maintain **accurate registers**, permissions, medical information, emergency details.
- Promote **safe and appropriate practice** during face-to-face, off-site and digital engagement.

6. Off-site Visits and Residential Provision

- Plan **off-site activities, trips and residential experiences** in accordance with BHY procedures, and lead or support off-site provision as required.
- Prepare programme rationales, intended outcomes, **risk assessments** and operational plans for approval.
- Coordinate **staffing, ratios, transport, venues, consent, accessibility and emergency arrangements**.
- Ensure **residential and off-site experiences** contribute purposefully to young people's wider development and youth work journey.

7. Monitoring, Evaluation and Learning

- Monitor delivery against **agreed aims, outcomes, targets and KPIs**.
- Ensure attendance, engagement, session reports, feedback and other programme information are **recorded accurately and on time**.
- Work with colleagues to provide **robust evidence of programme** attendance, young people's information, outcomes and impact.
- Coordinate appropriate **qualitative and quantitative evidence**, including young people's feedback, case-studies, photographs and videos.
- **Evaluate programme effectiveness**, reflect and make changes and evidence to improve future delivery and enhance sustainability of programmes: **report information to SLT team**.

8. Budgets, Resources and Logistics

- Manage **programme expenditure** within agreed budgets and delegated authority.
- Maintain **accurate records of expenditure**, commitments and programme resources.
- Coordinate **venues, transport, equipment, catering, activities and external providers**.
- Ensure programme equipment and resources are **safely used, stored and maintained**.
- Alert the Head of Programmes **promptly** to **significant budget pressures** or resource requirements.

9. Quality Assurance and Improvement

- Implement effective programme standards and **quality-assurance arrangements** established by the Head of Programmes.
- Ensure **programme plans, session plans and delivery records** meet organisational expectations.
- **Participate and feedback positively** in programme observations, audits, reviews, improvements and reflective practice processes.
- **Escalate concerns** where delivery is ineffective, unsafe or no longer responding to identified needs.

10. Partnerships and Communication

- Maintain existing, and develop new **positive working relationships** with young people, parents and carers, Centre Managers, schools, local authorities, community organisations and delivery partners.
- **Coordinate effectively with external providers** to ensure **expectations, responsibilities and standards** are understood.
- **Attend relevant partnership and planning meetings** as required, ensuring the **reputation of the Boathouse** is protected: recognising issues quickly and escalating to the relevant SLT.
- Represent The Boathouse Youth **positively and professionally**.
- Ensure **partnership activity** supports identified programme needs and organisational priorities.

11. Duty Management and Keyholder Responsibilities

- Act as **Duty Manager / designated keyholder** on a rota basis, taking responsibility for the **safe and effective operation** of BHY provision.
- **Respond appropriately** to operational, behavioural, **safeguarding and emergency** matters.
- Support the **safe opening, operation and securing** of BHY premises in accordance with organisational procedures.

12. Wider Organisational Responsibilities

- **Work collaboratively with Centre Managers**, other Programme Managers and colleagues across People, Place, Promise and Programmes, recognising that **effective programme delivery** depends on all four pillars working together.
- **Contribute actively to staff meetings**, programme reviews, training, supervision processes and organisational development.
- **Support additional programmes** and organisational activities where reasonably required.
- Model BHY's values of Love, Respect, **Agency and Responsibility**.



KEY RELATIONSHIPS

KEY RELATIONSHIPS PROGRAMME MANAGER

INTERNAL

Leadership, delivery and participation

STRATEGIC LEADERSHIP

Head of Programmes • Chief Executive Officer

OPERATIONAL LEADERSHIP

Centre Managers • Other Programme Managers

FOUR PS COLLEAGUES

Head of People • Head of Places • Head of Promise
The Promise Team

DELIVERY COMMUNITY

Youth Workers and delivery teams
Safeguarding Leads • Young people
Volunteers and casual workers

EXTERNAL

Families, partners and providers

FAMILIES

Parents and carers

PUBLIC & EDUCATION

Local authorities • Schools and education partners

COMMUNITY & FUNDING

Voluntary and community organisations
Commissioners and funders

DELIVERY PARTNERS

Programme and activity providers
Outdoor and residential providers
Transport providers • Other youth work partners

Joined-up relationships that enable safe, effective programme delivery



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PERSON SPECIFICATION

Essential Qualifications and Requirements

- A relevant qualification at **Level 6 (JNC) or above** in youth work, education, community development, programme management or a related field, together with a **strong professional background** in youth work or services for children and young people.
- Evidence of relevant **continuing professional development** and willingness to complete required **safeguarding, first-aid** and programme-specific training.
- Ability to **work flexibly**, including evenings, weekends, residentials and bank holidays.
- Ability to meet BHY's safer recruitment requirements, including an **Enhanced DBS check** and satisfactory references.

Essential Experience

- Experience **coordinating programmes, projects, activities or services** for children and young people.
- Experience **supervising staff, casual workers, volunteers** or delivery teams.
- Experience **coordinating staffing, venues, activities, transport**, equipment and external providers.
- Experience working within **safeguarding, health and safety and risk management** procedures.
- Experience **managing programme resources**, maintaining accurate records and monitoring performance or outcomes.
- Experience **building effective relationships** with young people, families, colleagues and partners while managing operational challenges and competing priorities.

Essential Knowledge

- **Safeguarding**, professional boundaries and positive behaviour management.
- **Inclusive, needs-led practice** and the barriers that may affect children and young people.
- **Youth participation** and co-production.
- Programme planning, **risk assessment** and safe delivery.
- **Monitoring, evaluation** and learning.
- **Equality, diversity** and inclusion.

PERSON SPECIFICATION

Skills and Attributes

- **Young people focused:** Able to place young people's needs, experiences and opportunities at the centre of programme delivery.
- **Organised and accountable:** Able to manage priorities, maintain accurate records and take responsibility for agreed work.
- **A positive team leader:** Able to set clear expectations, motivate others and maintain high standards.
- **Adaptable and solutions-focused:** Able to remain calm, make sound decisions and respond practically to change.
- **Collaborative and evidence-led:** Able to build respectful relationships and use feedback and programme evidence to improve delivery.
- **Reflective and values-led:** Able to learn from challenge and demonstrate Love, Respect, Agency and Responsibility.

Desirable Qualifications and Experience

- An additional qualification in **leadership or project management**.
- **Designated Safeguarding Lead, First Aid or Mental Health First Aid** training.
- Experience of **HAF or other holiday provision**, residential youth work, outdoor activities or the Duke of Edinburgh's Award.
- Experience supporting **social action, youth leadership or targeted programmes**.
- Experience working with young people experiencing **disadvantage or additional barriers**.
- Experience working across **multiple locations** and with schools, local authorities or community organisations.
- **Full UK driving licence** and willingness to drive for work purposes.

SUCCESS & EXPECTATIONS

Success in the role will include:

- Programmes – assigned programmes are **planned thoroughly, delivered safely and effectively**, kept within budget and demonstrably responsive to young people's needs.
- Programmes have **clear aims, intended outcomes and appropriate evaluation arrangements**.
- Young people's **needs and voices** influence programme decisions.
- People – **delivery teams understand their responsibilities**, are well supported and maintain high professional standards.
- Promise – safeguarding, participation, accountability, inclusion and **agreed quality standards** are consistently upheld.
- Place – centres, community venues, off-site visits and residential settings are **safe, welcoming, well planned and properly authorised**.
- Programme records, monitoring information and reports are **accurate and timely**.
- Evidence and feedback are used to **improve future delivery**.
- **Strong working relationships** are maintained with centres, families, partners and external providers.
- The Head of Programmes receives **reliable operational information**, and concerns are escalated appropriately.
- Specialist programmes **connect meaningfully** to young people's wider journey with The Boathouse Youth.

Our Expectations of All Managers

Every manager at The Boathouse Youth is expected to:

- **Put young people at the centre** of decisions and delivery.
- **Demonstrate high professional standards**.
- **Take responsibility** for work within their authority and escalate matters appropriately.
- **Challenge constructively** where something is not good enough.
- **Remain curious, reflective and open to learning**.
- **Use organisational resources responsibly**.
- **Contribute beyond** their immediate programme responsibilities.
- **Build strong and respectful relationships**.
- **Create conditions** in which staff and volunteers can learn from mistakes and improve.
- **Ensure safeguarding** remains everyone's responsibility.
- **Contribute actively to delivery** of the 2030 strategy and model Love, Respect, Agency and Responsibility.

OUR COMMITMENT

Safeguarding

The Boathouse Youth is committed to safeguarding and promoting the **welfare of children and young people**.

The Programme Manager will be expected to demonstrate **strong safeguarding practice** and ensure **safeguarding considerations** are embedded throughout programme planning, delivery, review, off-site activities and residential provision.

Appointment will be subject to appropriate **safer recruitment checks**, including an **Enhanced DBS check** and satisfactory references.

Equality, Diversity and Inclusion

The Boathouse Youth is committed to creating an organisation in which young people, staff and volunteers feel **respected, valued and able to participate fully**.

The Programme Manager will ensure programme delivery reflects the **diversity of the communities** we serve and that **barriers to participation** are identified and actively addressed.

The Opportunity

This is an opportunity to take **operational leadership** of ambitious programmes that broaden young people's experiences, strengthen relationships and create **meaningful** opportunities across Blackpool and the Fylde Coast.

The Programme Manager will have the **responsibility and authority** to turn BHY's programme standards into **well-organised, safe and effective delivery**. They will work closely with the Head of Programmes while retaining appropriate ownership of **day-to-day programme decisions**.

Young
people front
and centre



WHY WORK ON THE FYLDE COAST?

A Great Place to Work. An Even Better Place to Live.

Make a difference in young people's lives while enjoying the very best of coastal living! The Fylde Coast offers the perfect blend of rewarding career opportunities, beautiful surroundings and a fantastic quality of life. From the vibrant energy of Blackpool to the picturesque charm of Lytham St Annes, it's a wonderful place to put down roots, build your career and enjoy a work-life balance!

Why choose the Fylde Coast?

Coastal living at its best – Enjoy miles of sandy beaches, spectacular sunsets and refreshing seaside walks.

The best of both worlds – From Blackpool's lively promenade to the beautiful open spaces of Lytham Green and the Ribble Estuary.

A place to call home – A range of welcoming communities, housing options and family-friendly neighbourhoods.

Well connected – Convenient links to Preston, Manchester, Liverpool and the wider North West.

A career with purpose – Join The Boathouse Youth and make a lasting difference to children, young people and local communities.

Your next chapter could start right here on the Fylde Coast!



Blackpool Promenade – iconic seaside attractions and vibrant coastal living.



Lytham Green – beautiful open spaces, coastal scenery and a relaxed lifestyle.

How do we turn an ambitious programme strategy into consistently excellent experiences for young people?

If this sounds like a role for you, please send a copy of your CV and Covering Letter to info@thebhy.co.uk

Please email any enquiries to info@thebhy.co.uk or tel: **01253 804 904**