

Programmes Officer (Cape Town)

Contract: 12-month contract

Wordworks is a South African non-profit organisation that focuses on early language and literacy development in the first eight years of children's lives. The organisation is known for its inventive and effective programs, as well as its high-quality, multilingual resources and training. Wordworks offers training, resources and support for partners across the country who use our early language and literacy programmes in their own networks. Wordworks implements a number of multi-stakeholder projects such as the province-wide Gauteng Grade R Language Improvement Programme, among others.

Wordworks seeks to recruit a Programmes Officer who will play a pivotal and coordinating role in programme (technical, logistical and operational) support to the team.

Purpose of the role

Through high quality programme administration, the Programmes Officer will play a key coordinating role in supporting the Head of Programmes, Programme Managers and the early literacy team, to achieve effective delivery of programme goals.

Key responsibilities

Management Support

The role will support the Head of Programmes and Programme Managers to ensure effective systems and programme administration

- Build (where necessary) and utilise effective, accurate and up to date programme administration systems for the efficient coordination and roll-out of programmes.
- Arrange meetings including calendar invitations, taking minutes where required, developing action schedules and follow up.
- Provide support on programme training, spreadsheets, expenditure tracking, shared drive filing systems, GSuite training and other virtual/digital tools, and ensure all courses are SACE accredited.
- Undertake any other reasonable duties required by the Head of Programmes.

Network Support

The position will further support the Head of Programmes and Programme Managers to

- Manage and update all partner information; communicate with partners, stakeholders and beneficiaries through bulk email groups and coordinate all responses.
- Manage enquiries from established, new, and potential programme partners, manage the expression of interest process, and add contacts to the database.
- Arrange information sessions for new programme partners.
- Ensure the WordNetworks section of the website is up to date for all programmes at all times
- Manage annual commitments process with established programme partners and individual portal users.

Training Event Support

Support the Programme & Unit Managers and Training Leads

- Prior to training events, prepare professionally laid presentations and ensure they are correctly branded.

- Send out save-the-date and brand-consistent invitations, manage registrations and RSVPs, and reconcile all relevant data at the end of workshops.
- Assist the training team with IT, technical, and logistical support for training activities.
- Arrange delivery of trainee materials ahead of events, reconcile materials at contact events, and inform trainees on how to access online resources.
- Liaise with the Communications unit on public communications about the event/s, take, file and share photos as required (in line with POPIA restrictions).

Portfolio management

- Manage trainer portfolio submissions, submit portfolios to markers, and save all pertinent data.
- Scan required qualitative data from portfolios and save it in files with descriptive names for analysis and reporting.
- Check each portfolio for any pending recommitment forms and program reports.

Organisational

- Participate in organisational activities and team meetings, as well as abide by its policies and Code of Conduct.
- Observe Wordworks' values, which include teamwork, openness and sharing, listening and learning, humility and optimism, inclusivity and quality.

Key competencies and behaviours expected

- Highly organised, solution-oriented, an eye for detail and innovative
- Strong interpersonal skills and collaborative in nature
- Able to build and maintain excellent working relationships with colleagues and external stakeholders
- Proactive, conscientious and accountable
- Confident in understanding and manipulating data
- Able to work at pace
- A client-service orientation
- Able to work respectfully with people from different backgrounds
- A positive, friendly and professional attitude

Person specification

Essential

- A diploma or bachelor's degree or equivalent qualification with substantial written and numerical elements or equivalent work experience within a similar role
- Experience of working in a programme or project administrative role
- Strong organisational and time management skills, ability to assimilate information, forward plan and coordinate tasks and resources (including people)
- Ability to organise projects, events, or other activities to deadline and within budget
- Strong IT skills, knowledge of the GSuite and MS Office, strong spreadsheet skills, exposure to project management applications and different video conferencing platforms
- Good verbal and written communication skills in English, including the ability to tailor writing for different audiences
- Ability to work unsupervised and under direction, as part of a team or as an individual.



Desirable

The role requires firm experience in **WordPress website administration** and working in a training or NGO environment. Wordworks is seeking someone with reading, writing, and speaking fluency in an African language.

Applications

All applications must be submitted on the application form that may be found at the following link: <https://forms.gle/uCLpsexz2Vfy3Mez9> . The deadline for receipt of applications is September 21, 2022.

Please visit www.wordworks.org.za for more information on the organisation.

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