Job Description

Title:	Programme Manager
Responsible to:	World Centre Manager, with dotted line to the Programmes and Advocacy Team.
Location	Our Chalet, Switzerland
Responsible for:	People: Adventure and Excursions Coordinator and Leadership Assistant and seasonal volunteers. Budget: Responsible for managing, monitoring and reporting on the World Centre programme budget to the World Centre Manager, and contributing to wider Centre budget planning and financial administration. Overall budget accountability remains with the World Centre Manager.
Key Working Relationships:	World Centre Manager; Adventure and Excursions Coordinator; Leadership Assistant; Our Chalet staff and volunteers; Programmes and Advoacy department colleagues, Membership support team, other World Centre teams, Member Organisations and programme suppliers and local partners.

About Us:

Girl Guiding and Girl Scouting is the world's only movement for every girl and any girl because we believe that each of them deserves to be the best they can be. Free to make what they want from the Movement, girls learn by doing, make friends and have fun. In safe, local spaces, girls develop the skills and attitudes to change themselves, their communities and our world.

The World Association of Girl Guides and Girl Scouts (WAGGGS) supports the global Movement to be thriving, united and growing.

This role operates within the context of a volunteer led global charitable organisation with over 150 Member Organisations.

About Our Chalet:

Our Chalet is situated in a traditional Swiss Alpine Village at 1350 meters altitude. As the oldest of the five WAGGG's World Centres, Our Chalet is an international gathering place for girls and young people, members and families, providing opportunities to meet and share experiences. Our Chalet offers accommodation, international volunteering programmes and a wide range of indoor and outdoor programmes aimed at keeping members feel connected to the global Movement, and equipping girls with the knowledge, skills and experiences to be empowered and active global citizens.

Main Purpose:

Job Description

The Programme Manager leads the design, development and delivery of high-quality, safe and cost-effective youth programmes, WAGGGS events and seminars, and adventure and excursions.,

They are responsible for creating meaningful learning journeys that advance the WAGGGS Mission and Goals. The role ensures all programmes and activities embed WAGGGS growing and learning methodologies, including the leadership mindsets, REAL and non-formal education approaches such as learning by doing, with clear participant learning outcomes and opportunities for reflection and personal growth.

The post-holder works closely with the Programmes and Advocacy departments and the Membership team to ensure Our Chalet's programmes are fully integrated into the wider WAGGGS offer to Member Organisations. This includes building on existing WAGGGS programmes, responding to Member Organisations' needs and creating opportunities for participants to continue their learning before and after their Our Chalet experience.

The role holds primary responsibility for volunteer recruitment, onboarding, visa and travel coordination, supervision and pastoral support, and programme staff training.

The post-holder line manages the Adventure and Excursions Coordinator and Leadership Assistant, supports Centre strategic leadership and contributes to annual planning, wider Centre finances, fundraising and communications.

The post-holder manages the World Centre programme budget, monitors expenditure and reports to the World Centre Manager, ensuring effective use of resources. The role leads all programme monitoring, evaluation and learning at the Centre, using participant feedback and evidence to assess learning outcomes, improve programme quality and demonstrate Our Chalet's contribution to the WAGGGS Mission and Goals.

Key Responsibilities

Programme Design, Development & Delivery

- Lead the design, development and delivery of Our Chalet's youth programmes, WAGGGS events and seminars, and adventure and excursion programmes, ensuring they are high-quality, safe, inclusive and cost-effective.
- Translate the WAGGGS Mission and Goals and Our Chalet's strategic priorities into annual programme plans, with clear learning outcomes, delivery schedules and resource requirements.
- Design meaningful participant learning journeys that build skills, confidence, leadership and global citizenship, with opportunities for practical experience, reflection and continued learning.

- Embed WAGGGS growing and learning methodologies across all programmes and activities, including the leadership mindsets, REAL and non-formal education approaches such as learning by doing.
- Oversee adventure and excursion programme development and delivery through the Adventure and Excursions Coordinator, ensuring activities meet participant needs, agreed learning outcomes, quality standards and available resources.
- Lead the planning, delivery and evaluation of WAGGGS events and seminars, working with the Leadership Assistant and relevant WAGGGS teams.
- Oversee programme supplier relationships, participant information and programme logistics, working with relevant colleagues to coordinate delivery and resolve issues.
- Ensure programme spaces, materials and equipment are suitable, accessible, organised and maintained, coordinating premises and maintenance requirements with responsible colleagues.
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Programme Quality, Safety & Inclusion

- Hold primary responsibility for programme quality and safety assurance, ensuring activities meet applicable Swiss requirements, WAGGGS policies and the Our Chalet Risk Management Plan.
- Maintain programme risk assessments, operating procedures and safety documentation, ensuring those delivering activities have appropriate training, competence and information.
- Embed safeguarding, inclusion and accessibility in programme design and delivery, responding to participants' needs and adapting activities where appropriate.
- Ensure programme incidents, safeguarding concerns and safety issues are reported, escalated and addressed through the appropriate procedures, and that learning informs future delivery.

Monitoring, Evaluation & Learning

- Lead all programme monitoring, evaluation and learning at the Centre, establishing clear outcomes and proportionate approaches to assessing participant experience, learning and educational impact.
- Gather and analyse participant feedback, delivery information and evaluation findings to identify improvements and inform programme design, resource allocation and future planning.
- Report programme performance, outcomes and recommendations to the World Centre Manager and relevant WAGGGS teams, demonstrating Our Chalet's contribution to the WAGGGS Mission and Goals.
- Share evidence, learning and effective practice with colleagues, other World Centres and Member Organisations to strengthen programme quality across WAGGGS.

Cross-organisational Collaboration & Member Organisation Engagement

- Work closely with the Programmes and Advocacy departments and the Membership team to ensure Our Chalet's programmes are developed, communicated and recognised as an integrated part of the wider WAGGGS offer to Member Organisations.
- Maintain the role's dotted-line relationship with the Programmes and Advocacy Team, agreeing programme priorities, seeking technical guidance and contributing to shared planning and review.
- Integrate and showcase relevant WAGGGS programmes, campaigns, tools and resources within Our Chalet's learning journeys, including GLACC, Free Being Me and UNGA badges, working with programme leads to ensure appropriate and effective use.
- Collaborate with WAGGGS programme teams to connect learning before, during and after participants' visits, helping them apply their experiences within their Member Organisations and communities.
- Work with the Membership team to understand Member Organisations' needs, priorities and forthcoming plans, using this insight to develop relevant programmes, events and tailored opportunities that encourage participation.
- Contribute participant feedback, evaluation findings and delivery experience to wider WAGGGS programme development, including opportunities to pilot approaches and resources.
- Coordinate programme calendars, information and communications with relevant teams so that Our Chalet's opportunities feature in wider WAGGGS planning and engagement with Member Organisations.
- Work with colleagues across the Centre to bring WAGGGS programmes, campaigns and values to life through the shop, décor, displays, posters and programme spaces, and through everyday practices and interactions that reinforce participants' learning.

Centre Leadership & Planning

- Support the World Centre Manager in strategic leadership and participate actively in the Management Team, promoting effective communication, shared planning and coordination across the Centre.
- Contribute programme and volunteer priorities to annual planning, long-term goals and implementation of the Centre's strategy, ensuring plans reflect demand, capacity and available resources.
- Provide programme priorities, evidence of impact and project information to support fundraising proposals, donor reporting and Centre development.
- Build programme partnerships with other World Centres, Member Organisations, local organisations, suppliers and relevant external partners, representing Our Chalet on programme matters as agreed.

Programme Budget Management & Administration

- Develop and manage the annual World Centre programme budget, including anticipated income, expenditure and resource requirements, in agreement with the World Centre Manager.

- Monitor programme income and expenditure, maintain accurate forecasts, identify variances and take agreed action to keep delivery within budget.
- Provide regular programme budget reports, explanations and recommendations to the World Centre Manager, who retains overall Centre budget accountability.
- Ensure programme activities provide value for money, balancing educational quality, participant experience, affordability and effective use of staff, volunteer and financial resources.
- Contribute to wider Centre budget planning and financial administration, providing accurate programme information and checking programme-related invoices and expenditure in line with agreed approval procedures.
- Coordinate programme schedules, participant requirements and delivery information with guest services and administration colleagues to support accurate bookings and effective preparation.

People Management, Volunteers & Training

- Line manages the Adventure and Excursions Coordinator and Leadership Assistant, setting clear objectives, reviewing performance, supporting development and coordinating their contribution to programme delivery.
- Manage the seasonal volunteer experience, including recruitment, onboarding, deployment, supervision, development and pastoral support, working with colleagues who provide day-to-day supervision.
- Lead volunteer recruitment, including advertising, responding to applications, shortlisting, interviewing and coordinating selection and offers with the World Centre Manager and relevant colleagues.
- Hold primary responsibility for volunteer pre-arrival information, visa and travel coordination, and induction, following applicable procedures and ensuring volunteers are prepared for their roles and life at the Centre.
- Ensure volunteers have clear responsibilities, appropriate supervision, regular feedback and opportunities to reflect on their learning and leadership development.
- Lead programme staff and volunteer training, ensuring those delivering activities understand WAGGGS methodologies and are prepared for their educational, safeguarding, quality and safety responsibilities.
- Promote staff and volunteer wellbeing, maintaining appropriate confidentiality and boundaries and escalating concerns through the relevant management or safeguarding channels.
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Promotion & Communications

- Contribute programme expertise and audience insight to marketing planning, helping communicate the educational value and distinctive experience of Our Chalet.
- Provide accurate and engaging programme content for the website, social media, newsletters and wider WAGGGS communications, working with colleagues responsible for these channels.

- Ensure programme materials and participant communications reflect WAGGGS branding, values and agreed messaging, and clearly explain learning opportunities and participation requirements.

Other Responsibilities

- Provide programme schedules, staffing requirements and training needs to support preparation of the Centre rota.
- Support high-quality guest service through effective programme delivery, timely communication and coordination with guest-facing colleagues.
- Coordinate programme requirements with colleagues responsible for property, grounds, campsite, vehicles, kitchen and Centre administration.
- Undertake the 'On Call' role as rota'd to support safety and timely response in an emergency, including overnight. This requires carrying a phone overnight but does not involve being onsite overnight.
- Undertake relevant training and other reasonable duties consistent with the Programme Manager role and its agreed responsibilities.

This job description outlines the main requirements of the role and is not exhaustive. The line manager may assign other reasonable duties consistent with the role. The job description will be reviewed regularly and may be subject to change.

Person Specification

Area:	Essential:	Desirable:
Qualifications:	• Educated to degree level or equivalent qualification or substantial professional experience. • Recognised certificate of technical competence in outdoor sports, or substantial relevant experience sufficient to oversee outdoor programme quality, risk assessment and safety assurance. • Current clean driving licence. • First Aid qualification or the willingness to take training.	•
Experience:	• Experience of programme strategy and development, training, and oversight of outdoor programmes and events, including quality and safety assurance, evaluation and learning outcomes. • Experience of residential work and/or able to work long days in intense situations • Experience of line managing staff and leading volunteer recruitment, onboarding, supervision and pastoral support.	• Experience contributing to budget planning and tracking, programme financial administration and fundraising information. • International work experience
Skills and Knowledge:	• Ability to communicate effectively at all levels within and outside WAGGGS. • Strong interpersonal, supervision and pastoral support skills, with the ability to build effective programme partnerships. • Proven time management skills. • Sound administration and IT skills (office package). • Ability to use Word, Excel and Outlook to analyse programme information, report performance and communicate evaluation findings. • Knowledge of Swiss requirements relevant to programme safety and volunteer visa and travel coordination, and the ability to maintain appropriate procedures and documentation.	

Person Specification

Area:	Essential:	Desirable:
Personal Qualities:	• Excellent organisational and time management skills • An appreciation of different cultures and the ability to implement equal opportunities in all aspects of the work. • Work well as part of an international team • Be an effective and inspiring team leader, with substantial leadership experience. • Willingness to be flexible and patient in a constantly changing and challenging environment • Customer focused – flexible and with the ability to cope calmly and efficiently under stress and during a crisis. • Committed to enhancing people development and promoting excellent customer service	• Passion for guiding and scouting
Other Requirements:	• Written and spoken fluency in English • Spoken Swiss German or willingness to learn • Ability to undertake limited international travel.	• Additional languages at working knowledge
Working for WAGGGS:	• Able to demonstrate a commitment to and be a role model for WAGGGS' organisational values of: Member Driven; Brave; Inclusive; Empowering; Transparent; Professional. • A passion and commitment for issues affecting girls and young women on a global level, and demonstrable ability to engage with girls and young women, either through a professional or personal background.	

Person Specification

Eligibility:

- Applicants must already have the right to live and work in Switzerland (this includes already having an EU passport, or work permit for Switzerland)
- This is not a residential post (An accommodation package is provided. Meals are provided whilst on duty).
- Uniform must be worn when on duty. A uniform allowance is provided.