IKAMVA LABANTWANA BETHU

Supporting learning, opportunity and child wellbeing

Branch Coordinator

LOCATION Cape Town | **PROGRAMME / FUNCTION** Branch Management

About Ikamva Labantwana Bethu

Ikamva Labantwana Bethu is a community-based non-profit organization operating in the Western Cape (Crossroads and Nyanga) and Eastern Cape (Paterson and Tarkastad). The organization is committed to transforming communities affected by poverty, crime, and social challenges into safe, thriving, and sustainable environments.

At the heart of its work is a commitment to improving the lives of children and young people through access to quality education, skills development, foster care support, and employment creation initiatives. Ikamva Labantwana Bethu empowers children to reach their full potential while equipping out-of-school youth with practical life skills, vocational competencies, and opportunities for economic participation.

Position purpose

Lead the day-to-day coordination of ILB's Cape Town branch and ensure that educational, youth development, welfare and community services are delivered safely, consistently and to an agreed standard.

Role context

Based at ILB's Cape Town operations in Crossroads and serving surrounding communities, this role connects education, youth development, nutrition, family support and front-office services. The Branch Coordinator is responsible for the experience of learners and caregivers as well as the consistency of site operations. Reports to the programs Officer.

Key responsibilities

Programme and day-to-day delivery

- Translate ILB programme plans into practical branch schedules, staffing arrangements, learning activities and operating priorities.
- Supervise facilitators, tutors, reception and operational support personnel; coach teams and address delivery challenges promptly.
- Oversee enrolment, attendance, programme registers, learner follow-up and referral processes so records are accurate and timely.
- Maintain relationships with schools, caregivers, community stakeholders and implementing partners to support access and participation.
- Build and maintain stakeholder engagement within the ecosystem of educational and youth development.
- Write DSD reports and follow up reports of attendance and program and status report analysis working with programs officer

Coordination, safety and service quality

- Coordinate appropriate responses to learner welfare concerns, escalating safeguarding and social-work matters to authorised professionals.
- Monitor delivery against programme targets, track resource use and produce concise monthly operational and performance reports.
- Coordinate site logistics, equipment, health and safety checks, incident records and safe access for learners, staff and visitors.
- Support community events, programme reviews, budget requests and continuous improvement across the Cape Town branch.

Programme leadership and community accountability

- Set a realistic term-by-term branch delivery plan, with clear session calendars, staff allocation, learner capacity and escalation arrangements.
- Review learner attendance trends and work with programme staff to understand persistent absenteeism, learning barriers and appropriate follow-up with caregivers.

- Coordinate the transition between after-school learning, Learn4Life, girls' empowerment and youth opportunities so eligible learners receive joined-up support rather than disconnected activities.
- Provide structured staff briefings, probation or performance feedback, and clear incident and absence cover arrangements, escalating employment matters to authorised managers.
- Check that programme spaces, educational materials, registers and essential services are ready before children arrive; resolve or escalate gaps early.
- Prepare practical evidence for partner visits and management reviews, checking that reported activities are supported by attendance records and programme files.
- Maintain a responsive branch communication channel for schools and parents, with clear consent, complaint and feedback processes.
- Safeguard organizational assets and keep inventory records updated
- Organize quarterly parents' meetings
- Ensure programme implementation happens in line with organisational plans and values

Expected results and service standards

- Programmes operate to an agreed timetable, with safe supervision and timely escalation of interruptions.
- Attendance, learning follow-up and management reports are complete and reliable.
- Staff and partners receive clear direction and families experience a professional, responsive service.

Minimum requirements and experience

- Relevant diploma or degree in Education, Community Development, Social Sciences, Management or a related field.
- At least three years of relevant programme or community-development experience, including coordination or team leadership.
- Experience working with schools, young people, community organisations and multidisciplinary teams.
- Competence in work planning, budget monitoring, Excel or similar reporting tools and accurate record management.
- Ability to travel locally and work occasional programme events outside standard office hours.
- Experience using learner attendance or programme information to adjust service delivery, not just to prepare reports.
- Driver license advantageous.

Core competencies

People leadership; structured planning; judgement; community engagement; service delivery focus; strong written and verbal communication.

Working relationships

Works closely with programme facilitators, tutors, reception and site-support staff; the central programme, finance, facilities and social-services functions; schools, caregivers and local partners.

Safeguarding, confidentiality and professional conduct

All personnel must protect the dignity, privacy and rights of children and young people; maintain appropriate professional boundaries; follow ILB's safeguarding, incident-reporting and confidentiality processes; and complete suitability checks applicable to their duties. Concerns about abuse, neglect or exploitation must be referred promptly through authorised channels, not investigated informally by unqualified staff.

How to apply

- Interested candidates are invited to apply by submitting a comprehensive CV and a motivation letter via email to ikamvajobs@ikamvalabantwana.org
- Applications must be received no later than 11 December 2026 at 12:00 PM. Late applications will not be considered.
- Only shortlisted candidates will be contacted. If you do not receive feedback within six weeks of the closing date, please consider your application unsuccessful.