

Post title: Programme Manager
Responsible to: Senior Management Team
Supervisory responsibility: None
Date of issue: March 2021

Job Summary

The role will be responsible for leading programmes that support health and care organisations to develop innovative volunteer-led solutions. The role will work with the Director of Volunteering ensuring the programme is impactful and evidence-based. This work is done by identifying vision, scope and resources to accelerate the growth and impact of volunteering in health and care.

Duties and Responsibilities:

- Manage multiple programmes in line with strategic goals, milestones and budget.
- Engagement with major stakeholders, funders, partner organisations and experts.
- Consult, collaborate and promote Helpforce's programmes with external organisations.
- Expand and seek product development opportunities to grow the programme and the organisation's assets.
- Supporting the management and development of networks that increase and promote accelerating the growth and impact of volunteering.
- Facilitating, coaching and enabling health and care stakeholders to accelerate the growth of volunteering.
- Co-produce innovative solutions with the team and with other health and care organisations.
- Completion of additional project work as required.

General:

The following duties are ones which all staff are required to perform:

- Observe health and safety procedures and work safely at all times;
- To be responsible for your own continuing self-development, undertaking training as appropriate to the working environment and location, and developments in your role;
- Promote and safeguard the welfare of children and young persons for whom you are responsible and with whom you come into contact;
- Undertake any other duties as required by your manager in order to meet the changing needs and demands of the business.
- Conduct yourself with professionalism, tact and diplomacy at all times as a representative of Charity.

This job description is provided to assist the post holder to know their principal duties. It may be amended in consultation with the holder without change to the level of responsibility or remuneration appropriate to the post. The job description is not exhaustive, and you may be asked to carry out additional tasks which are appropriate to your job role, as required by your line manager.



Data Protection

During the course of your employment, Helpforce is required to tell you about the personal data that we collect about you and what we do with that information, including how we use, store, transfer and secure your personal data. You shall at all times comply with all relevant data protection legislation and all obligations imposed on you under the Helpforce data protection policy and privacy notice from time to time in force.

Equality and Diversity

Helpforce encourages applications from all backgrounds, communities and industries. We're committed to having a team that has diverse skills, experiences and abilities. We actively encourage BAME and disabled applicants and value the positive impact that difference has on our organisation. We are committed to equality and diversity within our workforce and all opportunities provided by Helpforce.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL <i>These are qualities of the ideal candidate</i>	DESIRABLE <i>This information could be used to differentiate applicants.</i>
Qualification(s)	<ul style="list-style-type: none"> • Educated to Degree level or equivalent 	<ul style="list-style-type: none"> • Prince 2 or equivalent (MSP) • Scrum Product Owner Certification • Coaching/ Professional Consulting qualification • Leadership qualification
Skills and Knowledge	<ul style="list-style-type: none"> • Leading/ facilitating of meetings/ workshops evidence of co-design experience and strong collaboration skills • Product development life cycle • Creativity to develop engaging materials as part of developing service products • Competent IT skills with experience of MS office • Ability to build relationships which are critical in securing the strategic objectives of the business • Excellent communication and presentation skills and an ability to engage successfully with a wide range of people at all levels within the organisation • Strong organisation and time management skills 	<ul style="list-style-type: none"> • Evidenced background in design thinking and/or person-centred innovation. • Understanding the application of digital as part of designing, developing and delivering innovative initiatives • Experience in Google Suite • Use of Social Media platforms for supporting, developing and managing stakeholder network • Documenting services designs and creating process flows
Experience	<ul style="list-style-type: none"> • Managing relationships and stakeholders up to a senior executive level • Managing products and services through a design cycle. • Leading on working collaboratively with and engage colleagues, partners and stakeholders. • Consulting/ coaching clients to enable them to solve/ improve business/ service issues/ trouble shooting • Leading and managing complex programmes/projects 	<ul style="list-style-type: none"> • Experience in the voluntary sector • Experience using business tools and methodologies when working with clients/ problem solving • Significant leadership/people management experience within health and care or another relatable sector • Experience with agile ways of working
Personal competencies and qualities	<ul style="list-style-type: none"> • Committed to making an impact on volunteering in health and care and the wider community • Able to be flexible and multitask on relevant projects and programmes • Collaborative approach and mindset • Motivational and encouraging manner 	

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| | <ul style="list-style-type: none">• Self-motivated with the ability to work autonomously and with the confidence to make informed decisions• Embrace change, viewing it as an opportunity to learn and develop.• Demonstrates honesty and integrity and promotes organisational values | |
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