Job Description: Programme Manager

# Background of post

The Breastfeeding Network (BfN) is a Scottish registered charity that supports women, families and communities with evidence-based information and practical peer support to help make a positive difference to breastfeeding women, parents and their families. Our vision is that families feel supported in their feeding choices and that they are able to breastfeed for as long as they choose. Strategically, we are committed to maintaining and developing good management within the charity that supports both staff and volunteers within and outside our funded services and projects because we believe this improves outcomes for the families we serve.

BfN has a wide portfolio of funded work across the UK financed through local authority, CCG/NHS, public health, government funds and donor funds. Each Programme Manager (PM) role has responsibility for a specific geographical area. The PM role is central to managing and supporting service delivery and impact in an often volatile funding environment. The role is a member of the Senior Management Team and may, at times, deputise for both the CEO and other members of this team. The Programme Manager will work closely with service managers to build on the success of Peer Support Services already underway within BfN to understand and evaluate what works well and support development to improve practice and impact in current projects in a dynamic context. In addition the Programme Manager is key to identifying new and existing strategic funding and influencing opportunities to develop current and new services and achieve impact through building relationships and influencing potential new commissioners, specific decision-makers and proactively responding to tender and funding opportunities, where this supports the achievement of BfN’s strategic aims. Critical to the role is embedding a central framework of programme knowledge stored online and working as part of the Central Team to inform impact and reach, as defined by BfN strategy.

# Role summary:

Individually and as members of the Senior Management team, the position provides ‘overarching’ support for BfN staff involved in managing BfN services, SLA’s and Grants and other contracts. The Programme Manager is responsible for line management of Service Manager (the most senior named person responsible for service delivery and development in an area) and Deputy Programme Manager, where in place, as well as supporting these managers in motivating, coaching and training the local teams of both staff and volunteers and reporting on and evidencing information on Projects, SLA’s and Grants. Particular areas of support are expected as Safeguarding Leads, Health and Safety, Conflict of Interest and supporting awareness of Information Governance and working with volunteers. On occasion the PM role may be required to support the day to day project tasks within an area for example when there is a gap in recruitment.

Some of the following duties and responsibilities may be delegated, by agreement with HR and the CEO, where there is a Deputy Programme Manager in place.

# Main duties and responsibilities

## Contact and Support for Peer Support Projects

* Full line management and support for the Deputy Programme Manager, where appointed and to Service Managers, in each area this is the most senior manager. This includes providing a standard induction for the key person and offering a standardised 1-1 approach.
* In new service areas provide induction and support carry out tasks related to setting up a new project and service
* Contribute to national and local Service Manager meetings, that are outcome focussed and which share best practise across services, Encourage attendance and provide business/training updates and overview of the business plan and organisational aims and objectives, assist and support change initiatives ensuring that services are well informed and changes in processes are implemented and sustained and influence Service Managers to ensure maximum attendance/contribution
* Support Service Managers with developing and managing project budgets each year and writing budgets for new projects, in partnership with the Finance team

## Influencing, representation and strategy:

* Represent BfN at events, conferences and meetings where relevant to achievement of agreed strategic objectives, both in the geographical area for which they are responsible, and by agreement, as a member of the Senior Management Team
* Identify and plan how to take advantage of strategic influencing opportunities in line with BfN strategy ,and drawing on the technical support of the central team
* Plan and take advantage of opportunities to share BfN learning and best practice across projects, unfunded areas and with influencing targets identified as key to achievement of BfN strategic objectives
* Contribute learning and evidence to and actively champion BfN’s strategic commitment to equality, diversity and inclusion
* Contribute actively and collegiately as a member of the senior management team, to the development of BfN strategy, its implementation in programme and service plans and to BfN work-streams to improve organisation-wide efficiency, quality and impact
* Where asked to do so, lead internal reviews and investigations on behalf of BfN, role-modelling BfN best practise
* Contribute to the development of and support service teams to understand and apply BfN messaging in their service influencing, funding and communications activities
* Work as a change agent for change management initiatives, demonstrate resilience and consistency to ensure changes are embedded and sustained especially during times of funding changes.
* Proactively look for and pursue opportunities to develop relationships with new commissioners, funders and influencing targets where this aligns with BfN strategy
* Write and lead the development of bids and tenders, which align with agreed BfN strategy and priorities
* To contribute, and where agreed, lead activities to sustaining current and future impact of BfN
* To help promote and share information about BfN services, learning and impact and contribute to forging new and sustaining existing relationships with strategic partners.
* To be alert to opportunities to influence and partner with local and national government and NHS groups that will help inform and develop policy around infant feeding and peer support, including contributing to local and national consultations on behalf of BfN

## Management

* Assess the progress of services and projects against key performance indicators and provide visibility on these to the CEO and BfN’s central Team, BfN Steering Groups and Directors as appropriate.
* Adopting a risk-based approach guide/steer Service Managers towards fulfilling project, programme and contract compliance where required
* Motivate and performance manage Service Managers and line reports through regular one to ones and appraisal systems ensuring all Service Managers have active personal development plans in place
* Work with the HR Manager to support the project leads with performance and attendance management issues
* Work with the Central Support colleagues and HR Manager to address and resolve any complaints relating to projects and services.
* Act as a link between services and central team aiding communication and ensuring enquiries are resolved successfully.
* Support projects and services when funding comes to an end through providing support for staff and volunteers and for looking for new funding
* Light touch management of tutors and supervisors as needed working with relevant members of the central team

## Team Working

* Work with the local and central Team to plan arrangements to support the commissioning process, providing clear knowledge of existing project resources and allocation including volunteer capacity and cases of good practice, evaluation and innovation. Provide the CEO and Finance with annual and interim project/budget reports for board reports and provide an annual report for the CEO on projects.
* Provide cover for PM counterparts during days off/holidays and support projects with any urgent queries
* Work with counterpart PMs to ensure consistent working practices across projects.
* Champion and support with national events including BfN Conference, National Breastfeeding Week and internal BfN events

## Data and Programme Reporting

* Identify and implement best practice in the provision and management of data and standardise throughout the projects as appropriate, with the support of the Central Support Manager.
* Ensure reports are prepared, collated and used effectively by the Service Managers to target improvements and manage the budget
* Ensure summary reports are provided to the CEO and steering groups including maintaining any necessary documentation required such as situational reports and staff planning spreadsheets
* Ensure that reports are used by the Service Managers to evaluate performance and improve the quality of service provided
* Ensure evidence from projects is documented, annual project budget reports are collected, collated and used by the Service Managers to submit regular project reports to the Programme Manager, commissioners and others as appropriate

## Volunteer Engagement

* Working in partnership with tutors, supervisors project leads and other members of the central team , encourage the development of volunteer capacity and diversity in service areas in order to maintain a pipeline of future trainees to sustain the human resource requirements of projects and services
* In partnership with other members of the central team, plan, develop and where needed, deliver and communicate an annual evaluation survey to help inform good practise and shape future training needs and programme development. Use the evidence to inform our work in funding bids/ tenders.
* To work flexibly as part of the BfN team, contributing and where asked to do so, leading weekly or fortnightly managers’ (online) meetings and role-modelling collegiate work with team members and in line with BfN values

## Safeguarding

* With other Programme Managers, act as BfN’s Lead on Safeguarding, taking full accountability for all safeguarding standards, training and issues within the organisation and ensuring that standards are maintained according to the BfN Safeguarding Policy and evidence and learning from safeguarding practice
* Foster a culture of good safeguarding practice across staff and volunteers through knowledge, practical evidence and training and development.
* Liaise with BfN’s supplier of online Safeguarding training and ensure awareness and take-up as required by projects and volunteers.
* Annually review BfN’s safeguarding policy to make sure it is compliant and user-friendly and to produce an annual Safeguarding report for the Board of Directors on the trends in safeguarding and effectiveness of the policy
* Maintain the central log of safeguarding issues and be available to speak to staff and volunteers as soon as possible when an issue occurs. Offer guidance and support to the staff or volunteers involved and escalate as and when necessary.

## Health & Safety

* Foster a culture of good health and safety practice across staff and volunteers through knowledge, practical evidence and training and development.
* Annually review BfN’s Health and Safety Policy to make sure it is compliant and user-friendly and to report any trends and issues.
* Act as operational lead on health and safety and to maintain a central log of any health and safety issues that occur

## General

* Work in accordance with the BfN’s policies and procedures including but not limited to confidentiality, equality and diversity, funding, conflict of interest, code of conduct, health and safety, etc. and ensure policies and processes are adhered to within projects.
* Work closely with service staff in current and future projects to build on existing good practice, understand what works well and support improvements. Provide regular information and input to the CEO, wider Central Team, and BfN Steering Groups (as appropriate) to inform planning and high quality delivery of programmes.
* Contribute to and lead on specific reports to the Board of Directors, as and when required

Person Specification: Programme Manager

**Please refer to this document carefully when completing your application form and preparing for your interview. You must demonstrate how you meet the criteria on your application form.**

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| **Qualifications** | **Essential** | **Desirable** |
| Educated to degree level or equivalent  Commitment to complete peer support training with the Breastfeeding Network  Completed peer support training  A strong personal commitment to BfN’s vision that all women and families can make informed decisions about breastfeeding, access help when they need it and become confident in their choices. |  |        |

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| **Management** | **Essential** | **Desirable** |
| Experience of leading, developing and performance managing a team of managers across a multi-site location |  |  |
| Experience of working in the charitable sector and with volunteers | ✓ |  |

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| **Communication** | **Essential** | **Desirable** |
| Strong communication, interpersonal, networking and negotiation skills |  |  |
| Experience of establishing strong working relationships with colleagues and stakeholders from different functions, organisations and cultures | ✓ |  |

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| **Project Management** | **Essential** | **Desirable** |
| Proven experience of leading in a dynamic and complex project or programme of work within an organisation involving multiple stakeholders |  |  |
| Experience of working within the area of infant feeding and early years |  | ✓ |
| Experience of proactively identifying issues and risks, producing and implementing practical solutions | ✓ |  |
| Experience of adopting a flexible and innovative approach to achieve results | ✓ |  |
| An analytical approach, with attention to detail and experience in producing and evaluating data and reports to target improvements within a service | ✓ |  |
| Experience and practical understanding of effectively managing budgets | ✓ |  |
| IT skills including a working knowledge of Office 365, experience in report writing and office packages | ✓ |  |
| Ability to work remotely and independently to deadlines | ✓ |  |