Job Description: Programme Manager (Maternity Cover)

About the Breastfeeding Network

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. The Programme Manager 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 other members of this team. 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

The Programme Manager will provide effective operational and strategic management for BfN’s Programmes that operate at a national level. These include the National Breastfeeding Helpline (NBH), run in partnership with the Association of Breastfeeding Mothers (ABM) and the Drugs in Breastmilk Information Service (DIBM).

Over the period of the maternity cover the key priorities will be:

* Individually and as members of the Senior Management team, providing ‘overarching’ support for BfN staff involved in managing BfN services, service level agreements, grants and other contracts.
* Line management of staff team working on these Programmes. This includes motivating, coaching and training team members responsible for staff and volunteers and providing regular 1:1s.
* Project management: oversight and leadership of high profile projects promoting the NBH and DIBM and increasing our reach in under-represented demographic groups in line with BfN strategy.
* Representing BfN in our external communications.
* Strategy and development – working with partners to develop the National services offered
* Internal stakeholder relationships coordination with other parts of the organisation – coordinating with the wider organisation

# Main duties and work tasks

Contact and Oversight for the National Breastfeeding Helpline and DIBM

Influencing, representation and strategy:

* Represent BfN at events, conferences and meetings relevant to achievement of agreed strategic objectives.
* 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 services, 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 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 towards fulfilling the project, programme and contract compliance where required
* Coach, Motivate and performance manage team through regular one to ones and appraisal systems
* Work with the HR Manager to manage or support performance management and attendance issues
* Work with the Central Support colleagues and HR Manager to address and resolve any complaints relating to services.
* Light touch management of tutors and supervisors as needed working with relevant members of the central team

Team Working

* Provide cover for senior management counterparts during days off/holidays and support with any urgent queries
* 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.
* Ensure reports are prepared, collated and used effectively to target improvements and manage the budget
* Ensure summary reports are provided to funders, the CEO and steering groups including maintaining any necessary documentation required

Volunteer Engagement

* Working in partnership with tutors, supervisors programme managers and other members of the central team , encourage the development of volunteer capacity in service areas in order to maintain a pipeline of future trainees to sustain the human resource requirements of projects and services
* 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
* To work with teams on National Programmes to engage, motivate and communicate with volunteers on the national programs.

Person Specification:

What we are looking for

**The following criteria will be used to help us assess candidates for this role.**

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| **Essential** |
| * Educated to at least A level standard (equivalent qualifications will be accepted)
* Proven track-record of managing a successful project from start to finish
* Experience of leading, supporting and developing a team spread across different locations
* Experience of working with charities and volunteers
* Experience of working with diverse ethnic and social groups
* IT skills including confidence using Microsoft 365 suite and other programmes.
* Ability to communicate with people at all levels in person, on the telephone and by email in a way which is clear, positive and persuasive
* Ability to elicit cooperation from the team, partners, stakeholders and BfN central team.
* Ability to assimilate information and prioritise subsequent action accordingly
* Ability to work remotely and on own initiative
* Ability to be generate innovative ideas, problem solve appropriately and efficiently and implement change
* Ability to interpret numerical and statistical data and reports & use it to drive performance improvement and inform others
* Ability to write high quality reports
* Commitment to role-model reflective practice
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| **Desirable** |
| * Experience of contributing to business planning
* Experience of working with telephone helplines and social media
* Experience of liaising with health professionals and commissioners
* Experience of using online training systems
* Experience of writing successful funding proposals
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