

## Head of Programmes

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### **Main Purpose of Job:**

Manage and oversee Real's programme of projects and activities to ensure that:

- individual project aims are achieved, and we deliver our business plan;
- all of Real's activities are driven by, and collectively work towards delivering, Real's vision, mission and strategic objectives;
- Real's advice services, advocacy services, and engagement and coproduction activities are joined up and delivered efficiently and effectively together
- disabled people's voices shape our work and that projects have positive outcomes for people's lives.

Provide consistent frameworks, oversight and guidance to staff delivering projects to ensure contractual objectives and targets are met, and project plans and outcomes are delivered.

Provide leadership in ensuring key effective external relationships and stakeholder engagement with both partners and people we seek to influence.

Manage relationships with key external partners, especially contractual partners.

Ensure we understand the impact and value of all our work, and that we communicate this effectively to funders and key stakeholders.

Inspire staff and volunteers throughout the organisation to deliver their best so that everything they do is driven by the needs of Real and its clients. In particular this involves supporting Coordinators to be successful in delivering their projects effectively and in a joined up way.

Play a key role alongside the CEO in the development and implementation of new projects that deliver our strategic aims.

Alongside other Management Team members, help ensure Real is a dynamic, thriving organisation and a happy place to work.

**Responsible to:**  
Chief Executive Officer

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## **Responsibilities and Tasks:**

- 1. Programme Management:** Ensure all projects and services are well-run, fit for purpose and deliver on their core aims and objectives. Employ effective management tools to enable effective project oversight and ensure projects are aligned with each other (where applicable) and with the broader organisation goals. Deliver effective evaluation and monitoring of all of our work. Ensure effective risk management across all programmes. Report to the rest of the Management Team, Board and funders on project delivery and impact. Manage consortium members for partnership projects. Keep up-to-date on relevant external developments and best practice.
- 2. Quality Assurance:** Monitor Advice Quality Standard, Quality Performance Mark, and other relevant standards and ensure that compliance with them is reflected in service handbooks and service delivery. Contribute to the renewal and reaccreditation of quality assurance marks. Conduct QA reviews over teams' project work.
- 3. Evaluation and Feedback:** Ensure we understand the value and impact of all of our work. Review and evaluate the services we are providing, and design and develop mechanisms for service user feedback. Ensure client feedback drives changes in service delivery. Ensure we can measure outcomes as well as outputs, and that we can demonstrate our work supports our vision, mission and strategic objectives as well as funders' requirements. Analyse patterns and trends in the information we collect and use that to further both the organisation's work and as evidence for fundraising applications.
- 4. People Management and Development:** Line manage your own direct reports and provide leadership to the whole staff team. Provide coaching and supervision in accordance with the Real Review Process. Take part in or lead recruitment activities depending on the role. Support development activities for staff including delivering in-house training. Ensure that volunteer programmes are appropriate and well managed.
- 5. Budget management:** In conjunction with the Finance Manager develop annual project budgets for approval by the board and keep expenditure and income within agreed budget limits. Take early action to rectify any adverse budget variances. Use Real's financial systems and approve and track staff and volunteer expenses.
- 6. Promotion and Communication:** Develop and oversee a communications and marketing strategy which will raise awareness of Real and our services, and our relevance to disabled people, and find ways of connecting the people who use our services. Oversee the work of the Communications and Marketing Coordinator to deliver that strategy. Ensure that we are gathering stories, images and video to capture people's opinions and ideas about the issues that affect

them. Ensure communications and marketing materials produced, across a variety of media, are of high quality.

7. **Client and Stakeholder Relationship Management:** Develop and implement an effective approach to stakeholder engagement and client relationship management. Liaise with and report to funders, making sure progress reports are completed on time and that any issues of underperformance are highlighted and addressed as early and quickly as possible. Lead key relationships, especially within consortia arrangements.
8. **Safeguarding:** Be responsible for Real's safeguarding policy and practice, and train staff in safeguarding policies and practice. Act as Real's representative on the Tower Hamlets Safeguarding Adults Board.
9. **New Business Development:** Play a key role alongside the CEO in the development of new projects that deliver our strategic objectives. Meet with commissioners and funders, and develop relationships with potential funders. Contribute to funding applications and financial business modelling for new services. Help build and maintain partnerships with statutory bodies and other local voluntary sector providers. Keep up to date with new practice in the field to inform and create new opportunities for Real.
10. **Partnership Work:** Build and maintain strong relationships with allies to co-ordinate activities, expanding coproduction and engagement in the borough. Develop and maintain good working relationships with project partners, Tower Hamlets Council, and other relevant statutory and not-for-profit services and fora. Attend community events, meetings and information days in various locations throughout the borough, actively engaging with other groups and expanding the reach of our projects.
11. **Management Team:** Be involved in the development, implementation and review of Real's strategies and plans, and track our achievements against them. Develop service delivery plans for each project and use project management tools as appropriate. Support management team colleagues in the effective running of the organisation, deputising for them in their absence.
12. **Administration:** Keep accurate records of your work. Contribute to policy updates as required.
13. **Contributing to Real's Core Aims and Objectives:** Adopt and promote the social model of disability. Work within the policies and procedures of the organisation. Support other projects and initiatives as appropriate.

**The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall objectives of the organisation.**

**Job description approved by:** ..... **Date:** .....

**Employee Signed:** ..... **Date:** .....

**Line Manager Signed:** .....

**Date:** .....