

## Head of Programmes

### Education, training and qualifications

Requirement	E = Essential D = Desirable
GCSE or equivalent (including Maths and English)	E
Qualification in charity management or similar	D

### Previous experience

Requirement	E = Essential D = Desirable
A person-centred manager, with at least 2 years' experience at senior management level, ideally within the voluntary sector.	E
Significant experience of developing and implementing effective and understandable project plans that support teams to deliver projects effectively	E
Track record of managing multiple projects simultaneously and working as part of a team to ensure excellent project outcomes	E
Experience of partnership working in the delivery of services, with organisations in both the voluntary and community and statutory sectors	E
Experience of engaging with and supporting people from diverse backgrounds.	E
Experience of staff and volunteer management and leadership, including: recruitment, training/development, supervision and appraisals	E
Experience of managing budgets effectively	E
Experience of providing high-quality, professional monitoring and evaluation reports	E
Experience of speaking and presenting in public in order to engage, educate and inform key stakeholders	E
Significant experience of working with disabled people, ideally with a range of impairment types	D
Experience of business development including meeting with commissioners of services and developing bids and tenders	D
Experience of working with a board of trustees	D

## Skills and abilities

Requirement	E = Essential D = Desirable
The ability to think strategically and holistically about issues and tasks so that all aspects are considered – big-picture and detail – during planning and delivery of projects	E
Excellent communication and interpersonal skills, with an ability to flex your style to the needs of different audiences, including: <ul style="list-style-type: none"> <li>meeting disabled people's access needs</li> <li>people who have a stake in Real's services</li> <li>Real's employees and volunteers</li> </ul>	E
The ability to demonstrate empathy with disabled people and their life experience, and ensure they have confidence in you and our projects	E
The ability to 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.	E
The energy for creating co-operation and harmony with project partners and within Real teams ensuring project plans are implemented effectively and efficiently	E
The ability to interpret quality assurance frameworks and apply them in a practical way to ensure services are delivered to recognised standards of high quality	E
Ability to employ a range of different tools for effective monitoring and evaluation of our work and its impact, and ensure that the practice for obtaining feedback is embedded in day-to-day practice at Real	E
Ability to use computer technology effectively (and in particular Microsoft Outlook, Word and Excel)	E
To be highly numerate and able to manage data effectively	E
Well organised and able to plan and prioritise your work effectively	E
To be resilient and robust and deal with challenges in a positive way	E
Reliable and flexible approach to work, including working at different locations, and the ability to work weekends or evenings on occasions	D
The ability to speak fluently and write (where applicable) a community language commonly spoken in Tower Hamlets	D

## Knowledge

We will assess your knowledge in the following areas as part of the recruitment process. Candidates with high levels of knowledge in these areas may be able to get going

more quickly in the role. Any areas where you are less knowledgeable will be jointly agreed and we will work with you to help you get up to speed in those areas.

<b>Requirement</b>
Knowledge and understanding of the issues affecting disabled people of all impairment types, and how their lives are affected as a result of those impairments
A thorough understanding of, and strong commitment to, the social model of disability
A sound knowledge of the law, issues and procedures regarding client confidentiality and data protection.
An understanding of what constitutes effective, high quality independent advocacy
An understanding of what constitutes effective, high quality advice services
An understanding of what constitutes effective, high quality outreach, community engagement and coproduction
A sound knowledge of the Care Act and the issues that disabled people experience in relation to it (for our new project)
Knowledge of qualitative and quantitative research methods
Knowledge of safeguarding policy and practice
Familiarity with the area of Tower Hamlets and of local issues