

Head of Programmes

Why we are recruiting now

In 2019 we developed a new five year strategy, [Real Opportunities for All](#). We subsequently went through a rigorous process to determine which roles can support the delivery of that strategy best. We have been through an operational review and we are now finishing implementing the structure developed in that review.

We have recently secured funding for a major new project that will last two years and requires someone really competent and capable to lead it. We have therefore reviewed the job description again, and increased the salary, to ensure we find someone of the right calibre, experience and values.

The role

This role reports into the Chief Executive and will oversee the work of and support the senior staff members in each team (what we call Coordinators). This is a key role in managing and giving oversight to our services – making sure they are being delivered in line with both the appropriate quality standards and our contractual obligations.

Please refer to the attached Job Description for the main purpose of the role, and the detailed responsibilities and tasks.

In essence, you will have oversight of everything that we do, and ensure that we do it in a joined up way and to high levels of quality. We don't just want to be a set of projects. We want joined up thinking and working across everything that we do to make a meaningful impact to our constituency and create meaningful change for disabled people.

The team you will be working in

The Management Team will comprise the CEO, Head of Programmes, Head of Operations and Finance Manager (who is already in post). We intend to recruit to the Head of Operations once we have grown further. That will be a new, part time role, which will be responsible managing and delivering all internal resources necessary for a well-functioning organisation.

In the interim, the key tasks and responsibilities associated with the Head of Operations role will be managed by the CEO, supported by our Finance Manager and Projects Administrators. As part of the restructuring the Finance Manager's role has been rewritten and expanded to include support on business modelling and financial decision-making, in addition to standard finance activities.

The rest of the organisation is currently split into three teams, each operating under common quality assurance standards and ways of working, and with staff able to support one another on different but aligned projects. The three teams are:

- Advocacy
- Advice
- Engagement, Coproduction and Voice.

At least until the Head of Operations is in post you will work closely with the Coordinators in each team. In terms of your immediate line reports we have an experienced and capable Advocacy Coordinator, and two Coordinators in our Advice team. When a new funding application is confirmed we will intend to replace the Engagement and Coproduction Coordinator who left as part of our restructuring (this position is currently filled by an interim who is working freelance). We are currently also recruiting a new Communications and Marketing Coordinator who will work across the organisation's projects and activities.

Once the Head of Operations is in post there will be a more matrix style of management. In the meantime the CEO will support you whilst we finish implementing the full structure and set up the new projects.

The new project

At the moment it's a little bit hush, as it has been formally announced or launched yet by Real or the funders. But it is a significant new project working closely with four other DDPOs (deaf and disabled people's organisations) across London. The focus of the project will be to create a robust evidence-based to show the inequalities that disabled people experience as a result of being charged for social care. We will then be working to coproduce, with disabled people and statutory partners, fairer outcomes for people who need access to social care before retirement.

You'll be spending 60% of your time setting up and running this project. Other roles funded by the project include policy and research, campaigns and influencing, communications, and engagement activities.

About you

A detailed set of requirements for the role is set out in the Person Specification. This details the requirements in terms of essential and desirable criteria across:

- Education, training and qualifications
- Previous experience
- Skills and abilities; and
- Knowledge.

Taking all of these together we are looking for someone who is experienced in ensuring organisations deliver effective, high quality, joined up services that demonstrably meet the needs of clients. But this role isn't just about project management; you will have the ability to inspire staff and volunteers to be the best that they can, to ensure all that they do is driven by the needs of our constituency,

and Real can demonstrate to funders and key stakeholders the relevance and value of what we do. You will also be able to network with a wide range of statutory and other not-for-profit stakeholders to ensure that the work we do fits in with the constantly changing environment in which we operate.

We aim to be a best in class not-for-profit organisation and leading Disabled People's Organisation, and the appointment of the Head of Programmes is a key step in the realisation of this goal.