

Candidate Pack

Senior Programme
Manager

2024



SOS CHILDREN'S
VILLAGES

The role

Job Title: Senior Programme Manager

Organisation: SOS Children's Villages UK

Location: remote* (some travel to London and occasionally the Cambridge office and other UK locations will be required for meetings and events); the role involves occasional overseas travel. The post-holder is required to have the right to live and work in the UK.

Salary: £43,000-£46,000 dependent on experience

Contract: Permanent, full-time (0.8 FTE will be considered for the right candidate)

Reporting to: Head of Programme Funding

Responsible for: MEAL Manager, Research and Data Manager

**Hybrid working (working regular days from our Cambridge office) is also an option.*

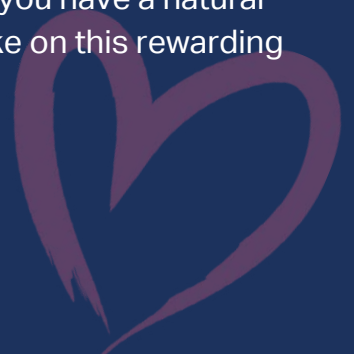
Overview

SOS Children's Villages UK is part of a global federation, founded in 1949. Our mission is to ensure that every child and young person grows up with the healthy relationships they need to become their strongest selves. Working in over 130 countries, we are the world's largest non-governmental organisation dedicated to supporting children and young people who don't have or are at risk of losing, parental care.

The **Senior Programme Manager** is an exciting new role that will oversee the vital processes we use to maintain oversight of programmes funded by SOS Children's Villages UK. This position will spearhead a new, transformative programme aimed at delivering real, positive change for children and families, requiring an ambitious leader committed to making a lasting difference. With two direct reports, you will work collaboratively to capture and communicate the powerful impact of our work to stakeholders both within and beyond SOS Children's Villages.

We are looking for an organised, experienced individual with strong project management skills and a background in international development or a related field. If you have a natural talent for entrepreneurship and relationship building and are ready to take on this rewarding challenge, we want to hear from you!

Front cover image: A mother hugs her child, Ethiopia. © Jakob Fuhr





Role description

We are seeking a Senior Programme Manager who will take on two key areas of responsibility:

1. You will lead our **new programme function**, developing and refining tools that enhance our oversight of programmes funded by SOS Children's Villages UK. Your role will be critical in capturing and reporting on the progress and impact of these programmes.
2. You will manage an ambitious new programme that will consolidate insights and best practices from progressive initiatives across the Federation and the wider child protection sector, creating a **knowledge 'Hub'**. This Hub will serve as a repository of evidence and learning, contributing to SOS Children's Villages' programming and being shared with the broader sector, including UK and international policymakers, to influence policy and practice improvements. The programme will also **deliver innovative, co-designed projects**, including research initiatives developed in partnership with child protection-focused organisations.

You will lead a team that will work across both of these areas, managing our Monitoring, Evaluation, Accountability and Learning (MEAL) Manager and recruiting and managing the new role of Research and Data Manager. Collaboration will be key, as you will work closely with all teams at SOS Children's Villages UK, as well as with our colleagues from across the global Federation, ensuring the development of strong, effective relationships.

This exciting and strategically important role is pivotal in leading a new initiative that integrates programme management, research and advocacy. Working alongside the Advocacy and External Relations Manager, overseeing the Research and Data Manager (both newly created roles), and collaborating with the strong Programme Funding team, you will play a key role in delivering the new knowledge 'Hub' (see 'Overview').

As part of the largest global organisation focused on supporting and protecting children who have lost or are at risk of losing, parental care, SOS Children's Villages UK is uniquely positioned. We have access to a vast wealth of data, insights and experience from around the world, while also benefiting from the agility of a small, dynamic team. Our goal is to leverage these strengths to engage with the well-developed UK international development and child protection sectors, linking these with our wider global work.

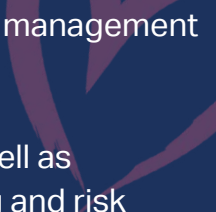
In this role, you will work within the Programme Funding team, collaborating with colleagues to identify exceptional programmes from across the SOS Children's Villages Federation. You will work closely with the MEAL Manager to strengthen MEAL systems and, in collaboration with external organisations and institutes, support the Research and Data Manager to co-design research initiatives that provide fresh insights into how these programmes create change. These insights will shape improved programme design both within SOS Children's Villages and across the wider sector and will inform our advocacy efforts, helping us to push for policy changes that improve outcomes for children.

Responsibilities

1. Programme Management

- Provide effective oversight of a portfolio of programmes funded by SOS Children's Villages in countries around the world.
- Support the development of new, innovative programmes in partnership with colleagues across the Federation and external organisations, including research-focused programmes.
- Build strong, collaborative relationships with our global network, adopting a locally-led approach.
- Provide technical leadership and capacity strengthening to projects and partnerships, in close collaboration with colleagues within SOS Children's Villages UK and the wider Federation.
- Review and refine SOS Children's Villages UK's programme management tools and processes, ensuring alignment with Federation strategies, policies and sector-wide best practice standards.
- Contribute to the development and implementation of SOS Children's Villages UK Programme Strategy.
- Co-design a new research strategy in partnership with the Research and Data Manager, with input from the Advocacy and External Relations Manager.
- Oversee the MEAL Manager's work to strengthen MEAL standards and processes across SOS Children's Villages UK's funded programmes, incorporating innovative and participatory methods anchored in the Federation's Results Based Management framework.
- Collaborate with the Research and Data Manager, the MEAL Manager and the international data and research team to generate insights from SOS Children's Villages UK's funded programmes.
- Work with the Advocacy and External Relations Manager, Research and Data Manager and Federation colleagues to identify key learnings and outcomes from programmes, and seek out the most appropriate and effective ways to disseminate these.




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- Collaborate with the finance team to ensure strong budgeting and financial management of all programmes funded by SOS Children's Villages UK.
 - Partner with the Safeguarding, Compliance and Governance Manager, as well as colleagues in countries where we fund work, to embed robust safeguarding and risk management processes into programme design and implementation

2. Relationship and Partnership Management

- Strengthen existing relationships and partnerships with like-minded organisations and research institutions by providing exceptional stewardship, identifying opportunities for new projects and collaboration.
- Expand SOS Children's Villages' network to enhance learning and insights by building connections with peer organisations and research institutes.
- Support the fundraising leads in providing high quality stewardship to donors and partners by ensuring they're equipped with the information needed to report on programmes' progress and outcomes.
- Represent SOS Children's Villages at relevant events, conferences and meetings as appropriate.
- Develop and manage partnership agreements with both internal and external partners.
- Oversee due diligence processes for new partner organisations.
- Collaborate with programme teams across the Federation to strengthen SOS Children's Villages' approach to locally-led development.

3. Line Management & Team Responsibilities

- Provide excellent line management for the MEAL Manager and Research and Data Manager, creating an environment where they can excel.
 - Develop comprehensive learning and development plans, ensuring your direct reports thrive under your leadership.
 - Collaborate closely with a wide range of team members across the Programme Funding team, Partnerships and Philanthropy team, Communications and Brand team and Finance team.
 - Contribute to the overall development of the team by participating in the planning and delivery of team away days, meetings and other activities.
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4. Other

- Keep abreast of key industry trends and issues and the regulatory environment, ensuring that standards are set, procedures followed, and any concerns are addressed or communicated to the relevant staff.
- Adhere to and promote child safeguarding procedures at all times.
- Follow all SOS Children's Villages UK protocols and processes as outlined in the employee handbook.
- Engage in professional development through training and guidance.
- Actively participate in team meetings, contributing valuable insights and feedback.
- Promote a culture of continuous improvement by seeking feedback and recommending enhancements to existing processes.
- Collaborate with the international SOS Children's Villages community and SOS Children's Villages UK colleagues, sharing best practices and learning from global counterparts.
- Implement the Equal Opportunities Policy into daily activities
- Take responsibility for your own health and safety, as well as that of your colleagues, in accordance with the Health & Safety at Work Act (1974) and relevant EC Directives. Report any health and safety hazards immediately upon becoming aware of them.
- Undertake any other duties as may reasonably be required in this role.



Image above: A mother embraces her two daughters, Mexico. © Lydia Mantler



Person specification

Essential criteria

- A minimum of five years' experience in a programme-related role within an NGO or the not-for-profit sector, ideally in an international organisation, with extensive MEAL and grant or contract management responsibilities.
- Excellent technical knowledge of programme delivery in a relevant context.
- Strong expertise in Monitoring, Evaluation, Accountability and Learning systems and methods, including participatory and locally-led approaches.
- Proven finance and budget management skills, with solid experience in this area.
- Experience developing programmes aligned with broader organisational strategies.
- Experience working with international teams to deliver and report on projects.
- Fluent in written and spoken English; a second language is highly desirable.
- Excellent written and verbal communication skills.
- Strong organisational and time-management skills, with the ability to manage a complex workload effectively.
- A proactive, collaborative team player with a collegiate approach to problem-solving and joined-up thinking.
- Demonstrable experience overseeing a diverse portfolio of complex projects or programmes.
- Proven project management expertise.
- A solid understanding of rights-based and locally-led approaches to development.
- Excellent relationship management skills, including experience working with donors and senior stakeholders from institutional organisations such as the FCDO.
- At least two years' line management experience, with the ability to motivate and lead a team.

- Creative thinking and an entrepreneurial mindset, with the ability to make independent decisions.
- Strong cultural sensitivity and experience working with international colleagues, adapting to different cultural contexts.
- The ability and willingness to travel, both within the UK and internationally

Desirable Skills and Knowledge

- Knowledge of the international child protection sector, particularly in areas such as alternative care for children, child protection and safeguarding.
- Familiarity with key global policy frameworks, including the UN Convention on the Rights of the Child and the UN Guidelines on Alternative Care for Children.
- Proficiency in a second language.
- Experience with research funding or managing research programmes.
- Experience managing multi-country programmes.
- Experience with youth-led participatory MEAL and programme methods.

Personal qualities

- **Values-driven:** the ability to reflect SOS Children's Villages' values (detailed below) and safeguarding standards in how you conduct yourself at work and with others.
- **Willing to learn:** you will be joining a supportive team, where everyone is committed to fully supporting each other's development and learning.
- **Collaborative:** this role involves working closely with various teams, so you will need to collaborate effectively with others.
- **Optimistic:** we are in an exciting phase of growth, and both the team and wider organisation embrace a 'can do' attitude which fosters positivity.
- **Proactive:** a proactive mindset will enable you to identify opportunities for improvement and take initiative in your role. With support from colleagues, this role will be responsible for driving new areas of activity forward.
- **Organised:** excellent organisational skills are essential for managing your workload, meeting deadlines and coordinating both your own and others' activities.

About SOS Children's Villages

As a child, you need someone who sees you – who stands by you no matter what. Someone who holds you close when you are small and believes in you when you are ready to step into the world.

However, 1 in 10 children and young people around the world are at risk of growing up alone — separated from their families, neglected or forced to live in an abusive environment.

The effects of this often last a lifetime, creating a harmful cycle that repeats from one generation to the next. Together, we are here to break this cycle and prevent it from happening in the first place.

We go beyond meeting the physical needs of each child, focusing on providing love and support. A positive and supportive childhood empowers children to develop the life skills and resilience they need to move confidently into adulthood.

Because when a child or young person is safe, loved and respected, they can thrive. When they have healthy relationships, they can become their strongest selves. This is why we're here. **We see each child, no matter what the circumstances.**

What we do

Our locally led operations support and empower children, young people and families:

- **Keeping families together:** we support and strengthen families who are under pressure, helping them to stay together.
- **Caring for children:** we provide quality, alternative care according to each child's unique needs.
- **Youth employability and education:** through training and developing skills, we help young people to prepare for their future and find employment or set up businesses.
- **Protecting children in emergencies:** we support children and families in crisis situations, helping with their physical and psychological needs.

SOS Children's Villages' values are at the heart of everything we do:

- **Courage:** We take action
- **Commitment:** We keep promises
- **Trust:** We believe in each other
- **Accountability:** We are reliable partners



Benefits of Working with SOS Children's Villages UK

We currently offer the following benefits:

Holidays

- Annual leave: 25 days entitlement, plus 8 paid bank holidays (pro rata for part-time employees)
- Paid Christmas closure: 3 non-bank holiday working days during the office closure between Christmas Day and New Year's Day are treated as additional paid time off
- Extra Days: additional holidays are added after two full calendar years' service; one day for every two years' service, up to a maximum of 5 additional days after 10 years' service (pro rata for part-time employees)
- Sabbatical: 4 consecutive weeks' paid sabbatical leave possible after a minimum of 5 complete years of service

Pension Scheme Membership

- This is a contributory scheme, into which the Charity will match your contribution up to a maximum of 5% of your basic salary. Enrolment is automatic after 3 months of employment for eligible employees and early opt-in is possible

Health and wellness

- Contractual sick pay
- Employee Assistance Programme access comprised of wellbeing resources, online advice chat features, a telephone helpline, and short-term counselling sessions, savings and discounts
- Trained Mental Health First-Aider in the team
- Life Assurance Cover after 3-months employment, with beneficiary selection
- Flu vaccination vouchers annually
- Paid eye tests



Flexible Working Policy

- Every member of staff, regardless of contract length or current working pattern, can complete a flexible working application

Charity days

- Paid charity volunteer days (maximum of 2 days per annum pro rata) if you volunteer for another charity

Maternity arrangements

- Employees employed for at least 26 weeks, ending with the Qualifying Week (QW), the 15th week before the expected week of childbirth (EWC), will be entitled to receive enhanced maternity pay of 3 months full pay (Weeks 1 – 12), followed by 3 months half pay (Weeks 13 – 24)

Travel help

- Travel loan for season travel tickets repayable through monthly salaries, subject to approval
- Cycle to Work Scheme available

Training and development

- Support may be offered towards professional or vocational qualifications/training that enhance capability within the Charity. Subject to approval



Commitment to inclusion and safeguarding



SOS Children's Villages UK is an equal opportunity employer that is committed to encouraging equality, diversity, and inclusion in the workplace, and eliminating unlawful discrimination within all employment practices within our organisation. Discrimination and harassment of any kind based on any protected characteristic is prohibited, and recruitment decisions are based on relevant experience, qualifications, merit, and business needs at the time.

Pre-employment checks

Upon offers of employment, the following are required as part of our safer recruitment policy prior to confirming employment:

- Proof of the right to work in the UK, and on the contracted terms specified for this role
- Receipt of satisfactory professional references
- Self-declaration and Disclosure form completion regarding previous cautions or convictions
- A Standard level Disclosure and Barring Service (DBS) check
- Read and signed copies of our Code of Conduct Regulation, Child and Youth Safeguarding Policy, and Sexual Misconduct Regulation (PSHEA)

How to apply



Are you ready to join our team? We can't wait to meet you!

Please email a copy of your CV and cover letter detailing how you meet the criteria outlined in the person specification. Your cover letter should not exceed two A4 pages and should be titled "[Your Name] Cover Letter," while your CV should be titled "[Your Name] CV."

Email your application to careers@sosuk.org. Please note that applications submitted without a cover letter or those lacking the right to work in the UK will not be considered.

The deadline for applications is Sunday 17 November at 17:00 UK time, but we may close the application process early if we receive a high volume of applications.

Interviews will be conducted via online video call using Microsoft Teams during the final two weeks of November. However, we may invite candidates for interviews before the deadline if we receive sufficient applications.

We're excited to hear from you and can't wait to see how you can contribute to our vision!

