



Programmes Manager Job Description

Reports to: Chief Executive

Responsible for: Admin Officer

Location: Remote, with travel to face-to-face sites for meetings and observations

Hours: Part-time: three days per week, worked flexibly

Contract: 12 month contract, with a possibility of moving to moving to permanent depending on funding. Also open to contract working.

Salary: £33,000 - £36,000 FTE, paid pro rata

Benefits: 28 days' holiday plus bank holidays (pro rata for part-time roles)

Start date: As soon as possible

About Frazzled

Frazzled is a mental health and wellbeing charity founded by Ruby Wax OBE. We provide free, facilitated peer support meetings for people feeling overwhelmed by the stresses of modern life.

Our volunteer-led meetings run online every day of the year, alongside face-to-face groups. They offer a safe, confidential and non-judgemental space where people can share openly, listen to others and feel heard.

Purpose of the role

The Programmes Manager will take day-to-day responsibility for the delivery and quality of Frazzled's online and face-to-face peer support programme. You will support and develop our volunteer facilitators, carry out observations and ensure that meetings are delivered safely, consistently and in line with the Frazzled model.

Working closely with the CEO, you will make operational decisions and line-manage the Admin Officer, who will lead on scheduling, inboxes, records and practical technical support. You will lead on facilitator practice, wellbeing and performance, and resolve issues escalated by the Admin Officer.

Our immediate focus is reliable delivery of the existing programme and support for current volunteers. Recruitment, training and programme changes will be planned around identified needs and available capacity.

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Working pattern

We welcome flexible working applications, including school-hours arrangements or spreading the equivalent of three days across the week. Some evening and occasional weekend work will be required for observations and facilitator support, alongside travel to face-to-face meetings.

Working patterns and cover will be agreed with the CEO. Evening and weekend activity will form part of contracted hours, with clear arrangements for urgent issues and handovers.

Key Responsibilities

Programme Delivery

- Take overall responsibility for the delivery of existing online and face-to-face meetings, working within priorities and resources agreed with the CEO.
- Oversee facilitator availability and meeting schedules, with the Admin Officer managing bookings and routine cover arrangements. Resolve gaps or changes requiring a management decision.
- Ensure clear delivery and support arrangements for Ruby Wax public meetings and any agreed themed or one-off sessions.
- Act as the escalation point for operational issues. Make day-to-day decisions independently and refer significant risks, resource implications or policy decisions to the CEO.

Volunteer Recruitment and Support

- Build supportive relationships with facilitators, offering regular contact, encouragement and help with challenging situations while maintaining clear expectations and boundaries.
- Lead volunteer recruitment and selection when required, including shortlisting, interviewing, assessment and decisions about readiness to facilitate. Agree recruitment needs and timing with the CEO.
- Oversee induction and access to appropriate training and support, with the Admin Officer managing checks, records, appointments and systems access.
- Lead monthly volunteer meetings and opportunities for connection and shared learning. Agree the content of volunteer communications, with the Admin Officer preparing the monthly newsletter and meeting arrangements.

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Training, Coaching and Quality Assurance

- Plan and carry out facilitator observations online and in person. Set observation frequency according to each facilitator's experience, practice and support needs.
- Record constructive feedback, agree development actions and follow up progress. Keep observation priorities and review dates current through the shared tracker.
- Provide coaching and design or deliver refresher sessions and development workshops as needed. Coordinate induction training when new recruitment is agreed.
- Explore and, where agreed, introduce peer observations with experienced facilitators. Provide guidance and retain oversight of feedback, standards and follow-up.
- Investigate complaints and address concerns about facilitator practice or performance fairly and sensitively, including decisions about continued volunteering where necessary.
- Identify and respond to safeguarding and wellbeing concerns in line with Frazzled's procedures. Escalate appropriately and ensure that concerns and actions are recorded.

People Management

- Line-manage the Admin Officer, agreeing priorities, delegating clearly and providing regular feedback, training and development support.
- Agree weekday inbox coverage, evening support and handovers. Ensure availability and outstanding work are visible to colleagues.
- Train and supervise the Admin Officer to support agreed observations as their knowledge develops, retaining responsibility for feedback and performance decisions.
- Agree time for programme development and fundraising support within the programme team's workload. Coordinate the Admin Officer's support with the Head of Fundraising and resolve competing priorities, referring significant additional commitments to the CEO.

Programme Development, Data and Team Contribution

- Review attendance data, feedback and observations to understand participant and volunteer experience. Identify practical improvements and agree priorities with the CEO.

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- Lead the design and evaluation of participant feedback surveys, with the Admin Officer administering them and preparing the data. Check findings and present conclusions to colleagues and trustees.
- Keep facilitator guidance, training resources and programme processes current. Work with the Admin Officer to improve systems and make information easy to find and use.
- Maintain programme relationships with existing partners and agreed prospective partners. Represent Frazzled at relevant external meetings and support colleagues promoting sessions.
- Provide programme analysis and updates for trustee papers, funding applications, funder reports and the Annual Report, working with the CEO and fundraising colleagues.
- Work directly with the Head of Fundraising to develop fundable programme proposals, contributing programme ideas, realistic delivery plans, intended outcomes and costings. Agree the programme input and deadlines required for applications and reports, identifying any additional capacity needed.
- Contribute to Frazzled's strategy and agreed projects or events, with improvements and new initiatives planned within available capacity. Support colleagues and maintain clear handovers.

Person Specification

Essential

- Experience managing or coordinating programmes, projects or services, with responsibility for reliable delivery.
- Experience recruiting, supporting and developing volunteers or staff, including coaching and constructive feedback.
- Experience facilitating groups and delivering or coordinating training, workshops or learning activities.
- Confidence having sensitive conversations, addressing performance concerns and maintaining professional boundaries.
- Strong relationship-building skills, emotional intelligence and a compassionate approach to people experiencing distress.
- Experience supervising colleagues or coordinating their work, including setting priorities and delegating effectively.

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- Strong organisational skills, attention to detail and sound judgement about decisions, priorities and escalation.
- Confidence using Zoom, Google Workspace, spreadsheets and online scheduling systems to work with a remote team.
- The ability to interpret data and feedback and use findings to improve services, systems or ways of working.
- Discretion with confidential information and a commitment to peer support, inclusion and psychological safety.
- The ability to work the flexible pattern described, including agreed evening and weekend work and travel.

Desirable

- Experience in the charity, mental health or wellbeing sector.
- Knowledge of safeguarding in a community or volunteer setting.
- Experience of reflective practice, volunteer supervision or peer-observation approaches.

Working at Frazzled

We are a small charity with a collaborative and supportive culture. This role will suit someone who enjoys helping volunteers develop, takes responsibility for resolving issues and works thoughtfully within the capacity of a small team.

We are looking for someone who can start as soon as possible. Please include your earliest available start date in your application.