

Head of Delivery & Partnerships – Role Description

Job Title: Head of Delivery & Partnerships

Salary: £51,500 (full time equivalent)

Work pattern: Full time.

Location: National role, working from home predominantly.

Benefits: 25 days holiday (plus bank holidays) with an additional day for your birthday, pension, company mobile phone and laptop and travel budget.

Reporting to: Director of Programmes

Overview

The Head of Delivery & Partnerships is a senior leadership role responsible for overseeing the successful implementation, quality of outcomes, and retention of DFN Project SEARCH programmes across the UK, the Republic of Ireland and Iberia, in line with our franchise agreement from Project SEARCH. This role leads the Delivery & Partnerships team, ensuring strategic alignment, excellence of delivery, and sustained impactful partnerships.

You will play a pivotal role in driving programme quality, ensuring retention, maintaining model fidelity, and ensuring high-quality outcomes for interns. Additionally, you will oversee the growth of our number of programmes, in line with our strategic regional and national plans. You will also contribute to the strategic direction of the organisation, working closely with cross-functional teams to maximise DFN Project SEARCH's impact.

Regular travel throughout the UK will be required, with occasional travel to other areas of our delivery.

In addition, occasional international travel may be required, for example to the annual conference in the United States.



Key Responsibilities

Programme Delivery

- Ensure high-quality delivery of DFN Project SEARCH programmes, aligned with model fidelity and organisational standards.
- Take overall accountability for programme retention, intern outcomes, and site performance to ensure the strategic objectives are met.
- Oversee Regional/Country plans, ensuring local, regional and national understanding of our impact and the market is driving the work.
- Oversee site setup and sustainability, ensuring effective partnership engagement and delivery planning with a focus on employment outcomes.
- Ensuring the balance of priorities is held between growth of new programmes, quality of delivery and outcomes and retention of programmes.

Quality

- Collaborate with the Quality & Impact team to ensure continuous improvement and training alignment, in line with Regional/Country Development plans.
- Work closely with the Head of Quality & Impact to ensure all plans and activity and rooted in data and evidence.

Working with Business Development

- Work together with the Associate Director of Business Development to identify leads for potential growth (in site numbers and impact)
- Understand the requirement for Business Development at scale as planned by the Associate Director, and oversee the Regional plans accordingly
- Support feedback mechanisms, led by the Head of Quality and Impact, to support reporting provision to the national partnership leads held by the Associate Director of Business Development (and other senior leaders across the charity)

Leadership, strategic thinking & Team Management

- Lead, manage, and develop the Regional & Country Leads and Programme Specialists
- Oversee recruitment, induction, training and performance management of your team, in line with the workforce plan
- Improve team engagement, as measured by an annual organizational engagement survey.
- Manage HR responsibilities using the Breathe system, including performance and absence management.

- Facilitate regular meetings and ensure effective two-way communication across the team.
- Foster a culture of accountability, collaboration, and continuous improvement.
- Represent the Delivery & Partnerships team in senior leadership and cross-departmental forums.
- Collaborate effectively with the Programmes Department senior team, and across the organisation, to make effective decisions.

Financial accountability

- Lead the team to ensure programme related income is accurate, well forecasted and paid in a timely manner.
- Understand the funding opportunities that come through the LA, Government or equivalent funding allocations, working with the Head of Policy & Public Affairs, Associate Director of Business Development and the Development Department as required.
- Working to support the Development team in identifying opportunities for fundraised income
- Holding the Regional and Country Leads to account in ensuring the delivery of programmes was within the agreed annual budgets

Partnership Development

- Build and maintain strategic relationships with key stakeholders, including local authorities, education providers, employers, and supported employment organisations.
- Work to ensure the right relationships are held in the right place, with clear escalation routes established.
- Support the development of new partnerships and funding opportunities in collaboration with the Business Development team.
- Ensure partners are held accountable for their roles in programme delivery.

Data, Evidence & Reporting

- Model the use of data and evidence to inform decision-making, identify risks and opportunities, and drive performance.
- Ensure accurate and timely data reporting across the team using the Portal and other systems to allow for agile decision making and proactive planning.
- Hold Regional/Country leads to account for frequent and accurate data reporting.
- Provide regular updates and insights to the Director of Programmes and Senior Leadership Team.
- To oversee and collate Regional/Country profiles – ensuring trends are understood and activity prioritized accordingly.
- Provide regular updates to the Board of Trustees and Executive Leadership Team on programme delivery to ensure their understanding and how that impacts on the Charity's Strategy and Objectives.



Operational Oversight

- Ensure compliance with safeguarding, health & safety, license agreements, and organisational policies, in particular workforce and HR policies.
- Manage the Delivery & Partnerships budget, identifying efficiencies and ensuring value for money.
- Promote and uphold DFN Project SEARCH's brand, values, and identity.

Essential Experience and Skills

- A passion for changing the lives of young people with learning disabilities and / or who are autistic
- Educated to degree level or relevant Professional Qualification
- Highly motivated and organised self-starters with the ability to work under your own initiative
- Strong understanding of supported employment, education, and local authority partnerships.
- Experience in project management, partnership development, and stakeholder engagement.
- Excellent communication, influencing, and negotiation skills.
- Experience using data systems and performance management tools.
- Experience delivering training and speaking at events or conferences.
- Understanding of SEND provision and funding arrangements in the UK (e.g., EHCPs, DWP, local authorities).
- Experience working with senior stakeholders via formal reporting mechanisms.
- Leadership experience managing people/teams.
- Financial literacy and experience managing budgets.

Desirable Experience and Qualifications

- Experience working with DFN Project SEARCH programmes or similar supported internship models.
- Experience in selling services or products and effective account management.
- Knowledge of safeguarding and health & safety in programme delivery.
- Knowledge and experience of using the Microsoft suite, in particular Outlook and Excel
- Experience of using a CRM for administrative and reporting purposes

DFN Project SEARCH are committed to safeguarding and promoting the welfare of children, young people and adults and expects all staff and volunteers to share this commitment. This post is subject to an enhanced DBS disclosure.

We particularly welcome applications from black, Asian and minority ethnic candidates, LGBTQ+ candidates, disabled candidates, and from men, because we would like to increase the representation of these groups at this level at DFN Project SEARCH.

