



Head of Programmes & Impact

Location: Remote working in the UK

Reports to: Managing Director

Direct Reports: x5 Programme Staff (Programme Coordinator, Programme Development Officer, National Programmes Manager, Data & Impact Manager & Ambassador Community Lead)

About The Girls' Network:

The Girls' Network is a national charity with a mission to inspire and empower girls from the least advantaged communities by connecting them with a mentor and a network of professional women role models. We believe no girl should have her future limited by gender, ethnicity, background, or parental income, and that all girls should be supported to realise their ambitions, discover their self-worth, and shape their own futures.

We partner with secondary schools and colleges across London, Merseyside, Portsmouth, Southampton, Sussex, Tees Valley, Tyne & Wear and the West Midlands, matching girls aged 14–19 with trained volunteer mentors. Alongside one-to-one mentoring, we offer group mentoring, workshops, and a lifelong Ambassador Community that provides continued opportunities for development, career support, and connection.

Role Summary:

The Head of Programmes & Impact is a member of The Girls' Network's Senior Leadership Team (SLT), working with the CEO and colleagues to shape and deliver organisational strategy. The role leads the strategic development and delivery of the charity's mentoring, workshop and ambassador programmes, ensuring girls receive high-quality, girl-centred support that delivers measurable, lasting impact.

The role leads a geographically dispersed team and oversees the end-to-end volunteer mentor journey, from recruitment and onboarding to development and retention. As the organisation's subject matter expert on mentoring and effective interventions for girls and young women, the postholder drives evidence-informed programme development and continuous improvement. As Deputy Safeguarding Lead, they also help strengthen safeguarding practice, culture and accountability across the organisation.



Key Duties/Responsibilities:

Strategic Leadership

- Provide strategic and operational leadership across The Girls' Network programmes, contributing to the development and delivery of the organisational strategy as a member of the Senior Leadership Team.
- Translate operational strategy into a clear programme vision, priorities and delivery approach, ensuring programme activity contributes to the organisational goals and intended impact.
- Provide strategic insight and expertise on mentoring, programme design and effective interventions for girls and young women, using evidence, learning and sector developments to inform decision-making.
- Work collaboratively with the CEO and Senior Leadership Team to identify opportunities, manage organisational risks and make informed decisions about programme priorities, resources and future development.
- Contribute to organisational planning, culture and change, helping to shape ways of working that supports sustainable growth, equity, inclusion and high-quality delivery.
- Oversee programme budgets and resources, ensuring effective financial management, appropriate prioritisation and alignment with organisational objectives.
- Lead the effective use of programme data, insight and evaluation to understand outcomes, monitor performance, identify learning and drive continuous improvement, ensuring clear and meaningful reporting to the CEO, Senior Leadership Team and Board of Trustees.
- Lead a culture of continuous improvement, ensuring programmes evolve in response to evidence, evaluation, participant voice, emerging needs and changes in the wider environment.

Programme Delivery, Design & Development

- Provide strategic and operational leadership across The Girls' Network programme portfolio, ensuring programmes are delivered to a consistently high standard, aligned with organisational strategy and designed to achieve meaningful outcomes for girls and young women.
- Set clear standards for programme quality, governance and delivery, ensuring appropriate systems, processes and controls are embedded and continuously strengthened.
- Lead the development and implementation of a sustainable mentor recruitment and retention strategy, informed by evidence, data, feedback and the changing needs of the programmes.
- Provide strategic oversight of the volunteer mentor experience, ensuring mentors are effectively recruited, supported, developed and retained as an integral part of programme quality and impact.

- Act as the organisation's subject matter expert on mentoring, workshops and effective interventions for girls and young women, bringing relevant evidence, research and sector insight into programme development and organisational decision-making.
- Provide strategic oversight of the Ambassador Programme, strengthening its development, integration and contribution to the wider programme portfolio and creating meaningful opportunities for continued participation and long-term impact.
- Champion a girl-centred approach across programme design and delivery, ensuring the experiences, perspectives and diverse needs of girls and young women meaningfully inform decisions about programme development and quality.
- Identify and develop opportunities for innovation, growth and sustainable impact, overseeing the design, testing and evaluation of new approaches and scaling those that demonstrate value and effectiveness.
- Monitor programme performance, risks and resource requirements, taking timely action to address emerging issues and escalating significant risks appropriately.
- Ensure programme delivery complies with relevant legal, regulatory, contractual and organisational requirements

People Management & Team Collaboration

- Lead and line-manage the programme team, setting clear objectives and supporting performance, wellbeing and professional development.
- Build team capability through effective induction, coaching, learning and succession planning, ensuring colleagues have the support and resources to succeed.
- Lead recruitment and workforce planning with the People & Culture Manager, promoting fair, inclusive and accessible practices and building a diverse, high-performing team.
- Foster an inclusive team culture that promotes belonging, collaboration, psychological safety, continuous learning and high standards.
- Build effective relationships across the organisation, working with the Growth function and other teams to align programme development with partnership and fundraising opportunities.

Safeguarding

- Act as Deputy Safeguarding Lead, working alongside the designated safeguarding leadership to promote a strong safeguarding culture and ensure appropriate oversight, decision-making and escalation.

- Work with Safeguarding Officers and relevant colleagues to review, develop and implement safeguarding policies, procedures and practice in line with legislation, guidance and good practice.
- Oversee the quality and appropriateness of safeguarding training and programme materials shared with mentees, mentors and external stakeholders.
- Ensure programme colleagues understand and fulfil their safeguarding responsibilities and have access to appropriate training, guidance and support.
- Oversee arrangements for the safeguarding inbox and associated processes, ensuring concerns are responded to appropriately, promptly and in accordance with organisational procedures.
- Strengthen safeguarding practice across the programme team through advice, training, reflective practice and appropriate escalation.

Note: This job description is intended to convey information essential to understanding the scope of the role. It is not intended to be an exhaustive list of responsibilities and duties required.

Person Specification:

Essential:

- Senior leadership experience in programmes, operations, people management or a related field, with responsibility for delivering high-quality services or programmes.
- Experience of leading and developing a geographically dispersed or remote team
- Experience of translating organisational strategy into programme delivery, setting priorities, establishing effective processes and monitoring progress.
- Experience of developing and managing a portfolio of programmes, balancing quality, impact, resources and organisational priorities.
- Experience of using evidence, data, feedback and evaluation to measure outcomes, improve programmes and inform decision-making.
- Experience of developing and testing new approaches, learning from results and delivering measurable outcomes through programmes, mentoring or comparable interventions.
- Strong relationship-building and collaboration skills, with the ability to provide clear direction and work effectively with diverse stakeholders.
- Excellent written and verbal communication skills, with the ability to communicate clearly and effectively with a wide range of audiences.



- Strong organisational and operational skills, including the ability to manage competing priorities and oversee delivery, quality and risk.
- Understanding of safeguarding responsibilities within programmes involving children and young people, and the ability to contribute to a strong safeguarding culture and practice.
- A commitment to equity, diversity and inclusion, demonstrated through programme design, team leadership and stakeholder engagement.

Desirable

- Experience of recruiting, supporting, developing and/or retaining volunteers, with an understanding of how to create positive and inclusive volunteer experiences
- Knowledge of the youth sector, social mobility, gender equality or education landscape
- Formal safeguarding training at Designated Safeguarding Lead level, or equivalent
- A relevant professional qualification or accredited leadership or management training
- Change management experience, particularly in organisational development and navigating ambiguity.
- Experience of managing budgets and reporting against expenditure
- A collaborative, values-led leadership style that embodies The Girls' Network values and a commitment to empowering girls and young women.