

**CARERS
TRUST**

**Head of UK Programmes
Recruitment Pack**

Head of UK Programmes

Grants and Programmes

Contract: Fixed term to 31st May 2025 (maternity cover)

Hours: 35 hours per week - open to part time/ flexible work discussions.

Salary: £55,000 - £60,000 per annum

Location: Anchored to London office, Southwark, 1-2 days a week. Flexibility to work from other Carers Trust's offices around the UK when needed.

Responsible to: Executive Director of Programmes, Policy & Impact

Responsible for: England and UK-Wide programmes team

Direct reports: X 1 UK Programme Lead, Making Carers Count (until Dec 2024)
X 1 UK Programme Lead, Carer Poverty Alleviation (vacant)

Why this role is pivotal to Carers Trust

Situated in the Programmes, Policy & Impact Directorate, the Head of UK Programmes is the senior lead on UK-wide grants and programmes, working closely with nation teams and fundraising to shape and deliver a sector leading portfolio of programmes that is evidence informed, and evidence generating, catalysing positive change for carer organisations and unpaid carers.

This role requires an established social sector leader who is adept at demonstrating internal and external leadership, You will be detail oriented and logical to provide robust programme quality and assurance expertise, yet equally comfortable to lead the organisation externally too. You will be passionate about positioning Carers Trust's programmatic offer as relevant and additive, drawing on emerging and best practice from across our network of 126 carer organisations.

As a seasoned programmes professional your leadership accountability for UK Programmes spans from development through to implementation and you will work closely across the nations to steward and role model a joined up approach across Carers Trust's programme cycle, leading to meaningful and coherent programming. The role holder will instill a learning and continuous improvement culture across the programmes and impact community, to ensure that programmatic learning is used to inform our network offer, evolving research agenda and influencing activities.

The post holder will lead a UK programmes team, and be able to work thematically on programmes for carers of all ages and will be comfortable with a matrix management approach to nation-specific programmes teams. The UK programmes team will vary in size according to the volume and complexity of Carers Trust's programmes portfolio.

Our ideal candidate



Experience

- Strong leadership and management experience, that blends high support with high challenge.
- Extensive experience of developing and delivering large programmes of support across the UK, in collaboration with partner organisations
- Experience of working with an Executive team to develop and deliver a new strategic plan.
- Experience of working across a range of complex partnerships and relationships to achieve strategic buy in and commitment.
- Track record of managing national programmes and large-scale budgets effectively
- Able to manage conflicting priorities in order to complete tasks effectively and efficiently

Skills and abilities

- Engaging and motivational leadership style, with excellent people management skills, both individual and collective - including one to one support, team planning and review, coaching and development, delegation, feedback and performance management.
- High level of organisation skills to plan, monitor and implement projects to agreed deadlines often with conflicting priorities, including setting of performance objectives, KPIs and milestones.
- Strong grant management skills including the development of programmes, rigorous assessment procedures, evaluation of risk and appropriate reporting requirements
- Good understanding of financial management including management of complex budgets, reporting and management accounts
- Strong IT skills including excellent knowledge of developing and managing information in databases and spreadsheets.
- Ability to juggle detail and vision effectively to maintain an eye on overall outcomes
- Strong analytical skills
- Strong verbal and written communication skills to a wide range of audiences
- Good understanding of monitoring and evaluation practices and procedures
- Proactive problem solver with a 'can do' attitude
- Working at pace and maintaining calm under pressure

Knowledge

- Excellent programme management
- Knowledge of the complexities of working within and funding of the voluntary and community sector
- Understanding of, and commitment to, principles of confidentiality
- Understanding of, and commitment to Equality and Diversity policy and practice
- Commitment to anti racism
- Understanding of the key issues that carers face

Main responsibilities (not an exhaustive list)



Leadership

- Execute delegated authority from the Executive team to develop, deliver and monitor organisational business plans in line with our strategic goals.
- Operational responsibility for resource allocation, budget and people management in UK Programmes team, supporting Nations Directors with their programmes resourcing as required
- Work with the Executive team to identify & manage operational and strategic risks for UK Programmes portfolio relating to internal and external environment
- Work with leadership colleagues across the organisation to ensure appropriate process, procedures and systems are in place
- Line management of UK programmes team ensuring partnership commitments are met
- Manage, coach and develop team members so they feel equipped with the skills and confidence to perform their roles in a way that fits with Carers Trust organisational culture and values
- Undertake other Carers Trust responsibilities from time to time, as required by your role and seniority.

Programme & Partnership development

- Leadership of Carers Trust's programmes approach, overseeing efficiency and impact, working with others to undertake joined up programme development across thematic areas of strategic priority to Carers Trust.
- Proactive horizon scanning of potential delivery partners, working closely with Fundraising to create and respond to opportunities for new or extended UK-wide partnership programmes
- Senior technical leadership of programme development for UK-wide partnership programmes, ensuring that all new programmes scoped and designed reflect Network(s) and Unpaid Carer priorities gleaned through programmatic learning, communities of practice and other external evidence and data trends
- Oversight of budget development for new programmes, working closely with finance and fundraising colleagues to ensure that all final programme propositions are costed effectively in line with our financial strategy, yet retain integrity to the programmatic theory of change, prior to final sign off from the Executive Sponsor
- Ownership (and Chair) of the Programme Pipeline Group which qualifies key programmatic management information to the Executive & Director Group (Programme Board)
- Provide technical oversight to programme specialists focussing young and young adult carers.

Programme management & delivery

- Oversight and management of our UK programmes portfolio, providing quality assurance for reporting and milestone outputs delivered by UK Programme and/or Portfolio Leads and Officers
- Owner of Carers Trust high-level Major Programmes delivery plan, working closely with nations to monitor progress against plan, reporting to Programme Board as required
- Senior member of Carers Trust programme governance (e.g. Wales Major Programmes Steering Group), providing a risk escalation point for all Carers Trust Programmes prior to Executive escalation
- Oversight of all new UK-wide delivery partnership due diligence and coherence against Network Affiliates principles, working with Programme Leads and Nations as appropriate
- Develop and implement best practice, and 'fit for purpose' programme management and reporting structures for Programme Leads, that will support effective programme management, governance and where relevant external scrutiny, at mobilisation and delivery stage.
- Leadership of Network Partner grantee experience.
- Strategic oversight and quality assurance of the flagship UK Carers Funds microgrants programme (including panels)
- Senior relationship management with funders including timely production of monitoring information
- Represent Carers Trust at funder pitches and key strategic partnership meetings

Impact & Learning

- Provide strategic and operational leadership to the Programmes community across the UK to ensure there is integration with social impact and policy teams so all programmes are evidence informed and evidence generating, thus influencing longer term change for unpaid carers and carer organisations
- Lead and embed a learning culture across the organisation, through convening bi-annual programmatic learning workshops across nations
- Develop strategic relationships with internal and external stakeholders to amplify the impact and learning of Carers Trust's UK programmes portfolio across the UK.
- Represent the organisation and its partners with the media and senior stakeholders to amplify the impact of our partnership and programmes work

Key outcomes

- Programme development across Carers Trust is joined up and supports the implementation of our strategic and financial goals
- Carers Trust has a sector leading, and high-quality portfolio of programmes catalysing positive outcomes for carer organisations and unpaid carers in the short, medium and longer term
- Funders are confident in Carers Trust's programmes delivery and impact
- A high support and high challenge UK programmes team culture that delivers our mission without compromising wellbeing

How to apply



Please apply by submitting your CV and supporting statement to recruitment@carers.org.

When applying please ensure you download and complete our [Equal Opportunities Monitoring form here](#).

If you have questions about the role or application process, please email recruitment@carers.org.

We are actively reviewing applications for this role as they arrive. We value your interest in Carers Trust and encourage you to apply at your earliest convenience. Please note, we reserve the right to close the vacancy ahead of the advertised deadline if we find the right candidate. Therefore, we strongly recommend submitting your application as soon as possible to avoid disappointment. We look forward to receiving your application.

Application deadline: Friday 10th May 2024

Expected interview dates: May 20th - 31st 2024

