Project Manager (Services)

Job Description

Department	Services – Dog Training
Reports to	National Dog Training Manager
Direct reports	N/A
Salary	£36,000 - £41,000 pa depending on experience
Hours	35 hours per week (Monday – Friday 9am-5pm)
Contract type	Permanent
Location	Hybrid, attached to the Grange or Beatrice Wright Centre with regular UK-wide travel

About the role

Working as part of the Services team and closely with the Strategy, Performance and Impact team and other key stakeholders, the Project Manager will lead and support Service-focused projects through the full project lifecycle. The role will provide structured project management across planning, governance, risk, budgets, stakeholder engagement, implementation and evaluation, and will support the transition of successful pilots into sustainable operational delivery.

The initial priority will be to lead the development, testing and implementation of innovative, sustainable and flexible delivery models that diversify delivery routes and increase successful placements. Over time, the role may also lead or support other priority projects across Services, in line with organisational needs.

Projects will be agreed through Services planning and governance arrangements, with clear objectives, scope, ownership, resources, milestones and intended outcomes established for each assignment.

What you will be responsible for

Project Management and Innovation

- Work with Services and the Strategy, Performance and Impact team to design, test, implement and evaluate new approaches and delivery models, using user-centred design informed by lived experience, that support sustainability, flexibility and managed growth, ensuring that agreed milestones, outcomes and benefits are delivered.
- Lead projects through the full project lifecycle, establishing proportionate plans, governance and controls, including Project Initiation Documents, delivery plans, milestones, budgets, stakeholder maps, RASCIs, risk and issue logs, impact assessments and working with Strategy, Performance and Impact, evaluation arrangements.
- Work with the Income Generation and Finance teams to support funding proposals and reporting including project budgets.
- Use evidence and learning from pilots to develop recommendations and business cases for whether and how successful approaches should be embedded into operational delivery, scaled or concluded.
- Promote knowledge sharing and collaborative learning across teams and external partners.

Partnerships

- Build and maintain effective relationships with external stakeholders relevant to assigned projects, which may include training organisations, charities, academic institutions, statutory bodies, suppliers and other delivery partners.
- Identify and develop opportunities for collaboration that deliver impact, improve capacity and / or resilience and sustainability.
- Manage all external stakeholders associated with pilot projects and any subsequent scale up.
- Ensure strong communication, governance and performance management across partnership arrangements.
- Represent HDfDP at external meetings, events and sector forums, as required.
- Work collaboratively across Services and other departments to ensure partnerships are maximised supporting the wider charity where possible.

Project Governance and Performance

- Establish and maintain proportionate governance for pilots and projects, and support the development of appropriate governance arrangements where successful projects transition into operational delivery.
- Ensure project activity is aligned with agreed objectives, standards and HDfDP priorities.
- Monitor project performance, dependencies, risks, issues, challenges and opportunities; take timely corrective or mitigating action; and escalate matters through the agreed governance arrangements where required.
- Work with the Strategy, Performance and Impact team to ensure effective output, outcomes and impact measurement and reporting. Using data, insight and evidence to support decision-making and continuous improvement.
- Identify emerging opportunities, evidence, learning and developments that could benefit HDfDP, with the flexibility to explore priorities across Services as the role develops.

Leadership and Collaboration

- Demonstrate accountability, collaboration, openness and integrity.
- Provide visible, clear and motivational leadership.
- Promote clear, timely and effective two-way communication across internal teams and with external partners, ensuring stakeholders are informed, engaged and able to contribute throughout the project lifecycle.
- Build strong relationships with all internal teams, particularly Services, Strategy, Performance & Impact, Marcomms and Income Generation teams.
- Support colleagues to embrace innovation, learning and new ways of working.

All Hearing Dogs for Deaf People staff are expected to

- Uphold HDfDP's Values and Behaviours, working collaboratively with colleagues across HDfDP and with external stakeholders.
- Follow HDfDP's mandatory policies and procedures, including Safeguarding, Data Protection and Health and Safety, always complying with legislation and statutory duties.

- Maintain the highest possible standards of canine welfare and ensuring relevant Assistance Dogs International accreditation compliance standards are met.
- Demonstrate HDfDP's commitment to building a diverse and inclusive organisation by participation in deaf awareness and communication training.
- Carry out any other reasonable duties requested by their manager.

Hearing Dogs for Deaf People are committed to safeguarding. All successful applicants will be required to undergo an Enhanced Disclosure and Barring Services check (e.g., DBS/PVG or similar), including references covering any gaps of employment/education, confirm eligibility to work in the UK and complete a health check.

For operational reasons, the Charity reserves the right to transfer you to alternative duties. For this reason, it is a condition of employment that you are willing to do so, if requested, from time to time.

About you – Essential Skills, Knowledge and Experience

- Proven experience of successfully delivering projects through the full project lifecycle, supported by a recognised project management qualification such as AgilePM, PRINCE2 or equivalent, or by equivalent practical experience.
- Experience of establishing and working within proportionate project governance, including risk and issue management, procurement or tender processes, and the management of contracts or Service Level Agreements where relevant.
- Proven experience of developing and managing partnerships and operational delivery.
- Experience of working with an expert team (Strategy, Performance and Impact), to ensure user-centred design approaches are applied involving people with lived experience in shaping, testing and improving services or delivery models.
- Excellent internal stakeholder management skills, with the ability to work collaboratively across multidisciplinary teams and build trusted, productive relationships at all levels.
- Excellent external stakeholder management skills, with the ability to build trusted relationships, communicate clearly, and negotiate and influence effectively.
- Experience of working closely with Income Generation and Finance teams to support the development of, and reporting on, funded projects, including budgets.
- Strong organisational, project and operational planning skills.
- Strong analytical skills, with the ability to use data and insight to inform forecasting and decision-making.
- Ability to identify risks, take timely mitigating action and / or escalate as appropriate.

Experience that would be of interest

- Experience within the charity sector.
- Experience of working with volunteers and an understanding of volunteer-supported service delivery.
- Experience working with or within the assistance dog sector.
- Experience working with or within the criminal justice sector.

Successful applicants will be required to

- Have a full UK driving licence, with access to a vehicle during the working week, and a willingness to travel.
- Work flexible hours including occasional early mornings, evenings or weekends.

What success will look like

- Priority projects are delivered to agreed scope, timescales, budget and quality standards, with clear evidence of outcomes, benefits and learning. Initially, this will include the development, testing and embedding of innovative and delivery models.
- A sustainable and effective network of partners including strong partner satisfaction and retention.
- Positive feedback from internal and external stakeholders, including people with lived experience who have helped shape relevant projects and delivery models.
- Projects contribute to sustainable improvements in service quality, capacity, reach or efficiency, including increased operational capacity within dog training delivery programmes and more successful placements where relevant.
- Consistent governance, performance and quality standards across delivery including by partners.
- Pro-active and effective project and partnership performance reporting demonstrating impact against agreed objectives.
- Successful pilot projects are scaled and then transitioned into sustainable operational delivery with clear ownership, documented processes, appropriate resources, agreed performance measures. and effective handover arrangements.
- Increased innovation, learning and knowledge sharing through collaborative working.