Job Description

Job Title: Senior Programme Manager
Reporting to: Director of Services
Location: North West

Background

Power2 is a fast growing and energetic children and young people's charity that has supported 30,000 young people since 2011. We deliver evidence-based programmes that help people overcome challenges, improve wellbeing and achieve positive long-term outcomes.

We are delivering a Women's Diversion Programme across Greater Manchester, supporting women aged 18-25 who are involved with, or at risk of further involvement with, the Criminal Justice System. Through intensive, relationship-based mentoring and close partnership working, we help women address barriers, build resilience, improve wellbeing and access the support, opportunities and networks they need to create lasting change.

Working alongside criminal justice, statutory and voluntary sector partners, the programme aims to prevent escalation through the criminal justice system by providing timely, personalised and trauma-responsive support at key moments of risk.

The role

The Senior Programme Manager is responsible for the successful implementation, management and continuous development of the Women's Diversionary Programme.

You'll provide leadership to the delivery team, ensuring women receive high-quality, trauma-responsive support that delivers positive outcomes and meets funder requirements. You'll oversee operational performance, manage strategic partnerships, support staff development, and ensure robust monitoring, evaluation and reporting processes are in place.

You'll act as the primary operational lead for the programme, working closely with funders, criminal justice agencies, prisons, custody suites, probation services and community partners to ensure the programme delivers impact and meets its objectives.

What you'll do

Lead programme implementation and delivery

- You'll lead the mobilisation, implementation and ongoing delivery of the programme.
- You'll ensure services are delivered safely, effectively and in line with contractual requirements.
- You'll oversee programme performance against agreed outcomes, targets and quality standards.
- You'll identify risks to delivery and develop mitigation plans where required.
- You'll ensure participants receive high-quality, trauma-responsive and strengths-based support.
- You'll support the continuous improvement of delivery models, systems and processes.
- You'll contribute to organisational planning, service development and growth opportunities.

Lead and develop the delivery team

- You'll line manage Programme Leads, providing effective supervision, performance management and professional development.
- You'll support staff to manage complex situations, risk, safeguarding concerns and participant engagement challenges.
- You'll promote reflective practice, learning and continuous improvement across the team.
- You'll support recruitment, onboarding and induction of new team members.
- You'll foster a positive, supportive and high-performing team culture.
- You'll ensure team members understand and fulfil their safeguarding responsibilities.

Manage partnerships and stakeholder relationships

- You'll develop and maintain strong relationships with criminal justice agencies, probation services, prisons, custody suites, liaison and diversion services, police, local authorities and voluntary sector partners.
- You'll act as the primary operational contact for key stakeholders and delivery partners.
- You'll represent Power2 at partnership meetings, steering groups, operational forums and multi-agency meetings.
- You'll support the development and maintenance of referral pathways that maximise programme reach and impact.
- You'll work collaboratively with partners to resolve operational challenges and improve outcomes for women accessing the service.

Oversee quality, safeguarding and risk management

- You'll provide oversight of safeguarding, risk management and professional practice across the programme.
- You'll ensure safeguarding concerns are managed appropriately and escalated where necessary.
- You'll undertake quality assurance activities including case audits, observations and file reviews.
- You'll ensure staff maintain accurate and compliant records.
- You'll support decision-making in complex and high-risk cases.
- You'll ensure delivery remains compliant with Power2 policies and funder requirements.

Monitor performance and report impact

- You'll oversee programme monitoring, evaluation and performance reporting.
- You'll ensure participant data, outcomes and impact information are accurate, timely and complete.
- You'll produce and contribute to reports for funders, commissioners and senior leaders.
- You'll work closely with colleagues to ensure compliance with GDPR and information governance requirements.

Contribute to the success of Power2

- You'll actively contribute to team meetings, learning activities and reflective practice sessions.
- You'll contribute to Power2's wider strategic objectives and organisational development.
- You'll promote and champion Power2's values across all aspects of your work.

- You'll undertake other duties reasonably required to support the successful delivery of Power2's services.

The above list is not exclusive or exhaustive and you may be required to undertake such other duties as may reasonably be required.

Person Specification

Required

- Significant experience of managing services that support vulnerable adults, young adults or individuals with complex needs.
- Experience of line management, supervision and staff development.
- Experience of delivering services through mentoring, key working, case management or navigation approaches.
- Experience of safeguarding young adults and managing risk.
- Experience of partnership working across multiple agencies and sectors.
- Experience of performance management, quality assurance and service improvement.
- Experience of analysing and reporting performance and outcome data.
- Experience of producing reports for funders, commissioners or senior stakeholders.

Desirable

- Experience within criminal justice, probation, prison, custody suites, youth justice, housing, domestic abuse, substance misuse or mental health services.
- Experience managing contracts or commissioned services.
- Experience of programme mobilisation or implementation.
- Experience of working within trauma-responsive services.
- Experience using Salesforce or other case management systems.
- Relevant lived experience that informs professional practice.

Skills

- Strong leadership and people management skills.
- Ability to support staff working in complex and emotionally demanding environments.
- Strong partnership and stakeholder management skills.
- Ability to interpret performance data and translate insight into action.
- Excellent written communication and report-writing skills.
- Strong organisational and project management skills.
- Ability to prioritise and manage competing demands.
- Excellent influencing, negotiation and problem-solving skills.
- High levels of professional judgement and decision-making capability.

Who you are

We're looking for someone who is:

- **A confident leader**, able to motivate, support and develop others.
- **Relationship-centred**, with the ability to build credibility with a wide range of stakeholders.
- **Compassionate and non-judgemental**, with a genuine commitment to supporting women facing multiple barriers.
- **Trauma-responsive in their approach**, recognising the impact of adversity and promoting safe, empowering support.
- **Strategic and operational**, able to balance long-term thinking with day-to-day delivery requirements.

- **Resilient and emotionally intelligent**, remaining calm and effective in complex situations.
- **Highly organised**, with excellent attention to detail.
- **Professionally curious**, committed to ongoing learning and improvement.
- **Committed to equity, diversity and inclusion**.
- **Values-driven**, with a strong belief in people's ability to create positive change.

General

- Willingness and ability to travel across the region and attend partner locations, including prison settings where required.
- Willingness to work occasional evenings and weekends to meet service requirements.
- Enhanced DBS clearance.
- Commitment to Power2's safeguarding responsibilities, vision and values.

Power2 reserves the right to amend the job description in line with changing organisational needs.