

Job Title: Director of Programmes & Impact

Location: London, UK (In Office)

Position Type: Full-time, permanent

Reports To: Chief Development Officer

Salary Range: £40,000–£55,000 annually (experience-dependent)

About The Zahra Trust

The Zahra Trust is a faith-inspired humanitarian organisation working to alleviate poverty and empower communities through education, sustainable development, and social welfare guided by the values of compassion, dignity, and justice.

We believe faith is not just a belief, it's an action.

From emergency response to long-term empowerment, we serve the world's most vulnerable with sincerity, transparency, and excellence.

Our work connects donors and beneficiaries through trust and transformation, and our marketing team plays a central role in telling those stories with purpose and precision.

If you're a skilled marketer who can blend heart with strategy, and execution with impact, this role is for you.

The Role

We are seeking an experienced and driven Director of Programmes & Impact with essential third sector experience to lead and shape our global programme function.

This is a pivotal leadership role responsible for ensuring that all funds raised are translated into effective delivery on the ground, supported by strong oversight, clear data, and credible impact.

You will own the full lifecycle of programme delivery — from partner management and implementation through to compliance oversight, data capture, and donor reporting. You will also play a key role in building the systems, processes, and structures that enable impact to be delivered and evidenced consistently as the organisation grows.

This role offers a high level of ownership and influence, with the opportunity to shape how The Zahra Trust delivers, measures, and communicates impact globally.

Key Responsibilities

Programme Delivery & Oversight

- Lead the delivery of all international programmes across multiple countries
- Ensure funds are deployed effectively and reach intended beneficiaries
- Oversee implementation through in-country teams and delivery partners
- Maintain clear visibility of programme performance, outputs, and timelines

- Ensure alignment between programme delivery and donor intent
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Compliance, Governance & Risk (Oversight)

- Work in tandem with our legal counsel to oversee compliance across all programme activities globally
 - Ensure appropriate:
 - Partner due diligence
 - Financial accountability
 - Safeguarding standards
 - Work closely with relevant teams to ensure policies and controls are implemented effectively
 - Maintain oversight of audit readiness and regulatory requirements
 - Identify and escalate key risks across programmes
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Impact, Data & Reporting

- Own and strengthen the organisation's impact measurement and reporting framework
 - Ensure all programmes are measurable, documented, and supported by credible data
 - Establish and maintain a clear and reliable source of programme data
 - Oversee the production of donor reports, programme updates, and annual impact reporting
 - Work closely with marketing to translate impact data into compelling content, while maintaining ownership of data integrity
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Field Content & Evidence Capture

- Ensure consistent collection of high-quality imagery, video, and beneficiary stories from the field
- Put in place clear expectations and processes for in-country teams and partners to provide content
- Ensure content is relevant, timely, and aligned with programme reporting
- Work closely with marketing teams, recognising they rely on strong raw materials to produce effective outputs

Systems, Automation & Continuous Improvement

- Design and improve processes to increase efficiency and scalability across programmes
- Support the development of automated donor reporting journeys (e.g. tiered reporting based on donation levels)
- Ensure strong data flows between programmes, fundraising, and donor communications
- Explore and apply appropriate tools, including AI, to enhance reporting and operational efficiency

Partner & Stakeholder Management

- Build and manage relationships with implementation partners globally
- Ensure partners meet The Zahra Trust standards for delivery, compliance, reporting, and content provision
- Conduct regular partner reviews and performance monitoring
- Collaborate cross-functionally with fundraising, marketing, and operations teams

Strategic Leadership

- Contribute to organisational strategy, particularly in programme development and growth
- Identify opportunities to strengthen impact and improve delivery models
- Ensure strong alignment between programme delivery, impact, and fundraising priorities

Who You Are

- 4–6 years' experience in third sector programme management
 - Must have significant experience in international programme management within the charity or development sector
 - Must have a strong understanding of compliance, governance, and risk management
 - Must have experience developing or managing impact measurement and reporting frameworks
 - Must have strong experience in working with international partners across multiple countries
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Skills & Competencies

- Strong leadership and team management capability
 - Excellent organisational and operational oversight
 - Data-driven mindset with strong attention to detail
 - Ability to design and implement scalable processes and systems
 - Strong communication and stakeholder management skills
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Technical & Systems Capability

- Must be confident in working with CRM systems, reporting tools, and workflow processes
 - Must understand how automation and AI can support reporting and operational efficiency
 - Must be comfortable with working across teams to improve systems and data flows
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Languages

- Fluency in English is essential
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Benefits

- Opportunity to take on a senior leadership role with real ownership and influence
 - Meaningful work with direct, visible impact on communities globally
 - Opportunity to shape and build programme systems, processes, and reporting frameworks
 - Exposure to international programme delivery and partnerships
 - Collaborative and purpose-driven working environment
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Why Join The Zahra Trust

This is an opportunity to play a central role in an organisation where programmes and impact are fundamental to success.

You will shape how impact is delivered, measured, and communicated — ensuring that the organisation continues to operate with integrity, accountability, and effectiveness as it grows.

To Apply

Send your CV and a brief cover letter to recruitment@zahratrust.com with the subject line
Director of Programmes & Impact – *[Your Name]*.

Closing Date

23rd April, 5:00pm
