



Candidate Pack



Programmes and Delivery Director

Reports to: Chief Executive Officer

Location: Remote (Regional Hubs based in Birmingham, Southampton, Cardiff, Belfast, Glasgow, Manchester and HQ in London) and significant travel is to be expected.

Duration: Permanent, full time.

Salary: £65K to £75K dependent on skills and experience



About Us

MyBnk is a financial education charity dedicated to creating a financially fluent population. We believe that financial literacy should be considered a right for all because the language of money is a language for life.

We work with over 50,000 people across the UK every year, delivering expert-led, high-impact financial education programmes. We want to bring the language of finance to life so that everyone can navigate their money with confidence, no matter where they started.



Our Vision

A financially fluent population.

Our Mission

We bring the language of finance to life so that everyone can navigate their money with confidence, no matter where they start.



Our Values

1. Young at heart, serious in intent.
2. Stories are the best means of education.
3. We live in the real world.



Our work across the UK

MyBnk continues to expand nationally, reaching people in all four UK nations.

In the 2023-24 academic year, we supported 52,960 people through our financial education programmes.

Learn more about our work and our impact in our 2023-24 Impact Report:

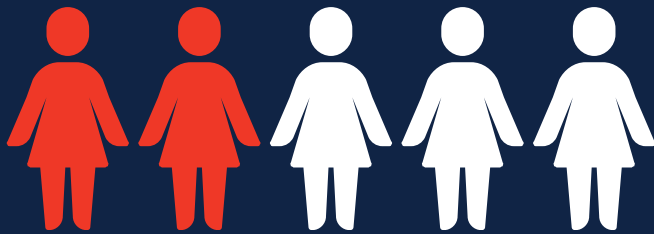


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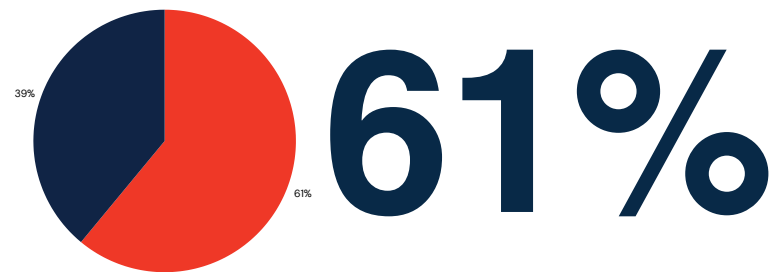
The Need

Poor financial literacy is central to many problems people face today, including rising mental health issues, homelessness and unemployment. We're here to change that.



Only **40%** of young people aged 16-24 feel confident managing their money, compared to **82%** of over-64s.

Source: Financial Literacy and Entrepreneurial Skills, 2024, MyBnk & Visa



of young people do not recall receiving any financial education in school.

Source: Compare the Market and MyBnk, 2023



The Senior Leadership Team

Leon Ward,
CEO

Fundraising &
Communications
Director / Deputy
CEO

People & Culture
Director

Programmes &
Delivery Director

Finance &
Operations
Director

The Role

Reporting to the Chief Executive Officer and as a key member of the Senior Leadership Team (SLT), the Programmes and Delivery Director is a critical role that will lead the development of a large, expert and high-performing directorate.

You will be accountable for the strategic development and successful delivery of MyBnk's programmes across the United Kingdom, ensuring high impact and consistent quality in every aspect of our programmatic output.

This role is a great opportunity to bring your professional toolkit to an exciting, growing and purpose driven charity doing vital work for our society. You will have the resources, support, and visibility you need from the CEO, Senior Leadership Team and Trustees. For the right person it will be a career-shaping role.



The Role

In this role, you'll ensure that MyBnk have robust and appropriate systems, practices and processes that enable us to deliver best-in-class operational programmes to our learners. This will be rooted in more effective use of data and insights to drive the development of our programme suite. Critical to our new strategy, is driving an ambitious and forward-thinking approach to programme innovation; ensuring our programmes are learner centred, purpose driven and leverage the best techniques for building financial fluency.

You'll be held strategically accountable for delivering our work across all four UK nations. As we introduce a new leadership framework, you will be responsible for implementing this across your Directorate. Our ambition is to be the leading financial education provider in the UK, and your contribution in this role will be essential to achieving our goals.

MyBnk Directors are expected to identify and secure strategic partnerships that benefit the organisation. Equally, Directors will exemplify and model the MyBnk values.



Our Strategy

You'll create and deliver an ambitious new Programmes and Delivery strategy inspired by our new 2024-2027 strategy 'Money: A Language for Life' which outlines four strategic pillars:



Building habits



Expanding reach



Increased accessibility

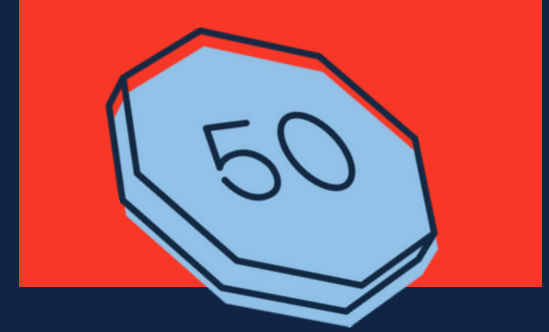


Tackling stigma



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Key responsibilities:



Programmes Innovation and Development

- Strategic Direction and Objectives: Define the overall Programmes and Delivery strategy, objectives and success measures spanning school age, young adults (including with employers) and our new target audience of adults.
- Driving Systems Change: Develop, lead and inspire systems change thinking and delivery across MyBnk with clear accountability for 'leading by example' on programme innovation, design and delivery.
- Four Nations Strategy: Develop our four nations approach recognising the need for difference across the UK and identify new target areas for our work.
- Strategic Partnerships: Define the strategic delivery partners that MyBnk can work with to place our work within existing ecosystems.
- Commercial Strategy for Programmes: Define our commercial programmatic strategy to raise funds for our work in partnership with the Fundraising and Communications Directorate.
- Leadership and Coaching: Provide leadership and coaching culture to the wider Directorate.

Key responsibilities:

Excellence in Delivery

- **Monitoring and Evaluation:** Develop, lead and implement the monitoring and evaluations framework; leading colleagues to produce robust evaluation to influence everything we do at MyBnk.
- **Co-Design Leadership:** Lead and develop an approach to co-design alongside experts by experience
- **Education and Compliance Framework:** Lead the MyBnk education and accreditation framework and compliance elements of the Directorate (safeguarding and data regulations for instance).
- **Insight and Expertise:** Stay abreast of the latest developments in education and programme delivery to bring leading insight and expertise



Key responsibilities:

Relationship and Stakeholder Management

- Internal Collaboration: Build strong relationships across the organisation and especially with the Fundraising and Communications Directorate.
- Delivery Partnership Strategy: Define and develop our overall strategic delivery partnership approach.
- Positioning and Advocacy: Position MyBnk as the best-in-class and support our substantial policy and public affairs work.

Budget and Policy Management

- Financial Oversight: Manage the Directorate budget and support the devolution of budgets and financial controls throughout the Directorate.
- Policy Implementation: Be accountable for the embedding of policies into the Directorate.

Key responsibilities:

Team Leadership and Development

- **Foster a High-Performing Culture:** Cultivate a culture of high performance and continuous improvement across the Directorate, encouraging innovation, ownership, and accountability.
- **Develop Talent:** Working closely with the People & Culture Directorate, oversee the recruitment, development, and retention of high-calibre team members, ensuring the Directorate is equipped with the skills needed to achieve strategic goals.
- **Champion Inclusion and Diversity:** Promote an inclusive and diverse environment within the Directorate, recognising the value of varied perspectives in enhancing programme delivery and learner outcomes.

Operational Efficiency and Risk Management

- **Operational Efficiency:** Develop and implement operational standards to improve the efficiency, scalability, and sustainability of program delivery, optimising resources and minimising costs.
- **Risk Management:** Identify and mitigate risks associated with programme delivery and partnerships, ensuring that all activities comply with legal, regulatory, and ethical standards.

Person specification:

You do not need to be an expert in financial education. We will provide all the training you need.

Experience

- Proven track record in leading high performing programme and delivery functions to achieve a measurable positive impact, ideally across the entire UK in an organisation of similar size and/or complexity (in our case, this Directorate is around 50 people).
- Relevant experience, underpinned by deep professional knowledge of developing impactful education programmes.
- Demonstrable experience of driving innovative and forward-thinking strategies that challenge the 'what we have always done' mindset.
- Strong background in planning and implementation of change strategies, with a focus on sustainable improvement and growth.
- Exceptional experience to developing external partnerships and enhancing an organisational brand and/or reputation.
- Demonstrable experience of managing a significant delivery function spread across the UK.

Person specification:

Skills and abilities

- Highly skilled at leading programmatic strategy, design, delivery and evaluation, ensuring a progressive and adapting programmes suite
- Outstanding diplomatic, influencing and negotiating skills to transform ideas into impactful initiatives
- Strong communication skills with the ability to inspire and engage diverse audiences within and outside MyBnk
- Entrepreneurial and commercial astute, capable of supporting fundraising efforts and securing major delivery partnerships
- Demonstratable leadership and coaching skills to unlock talent across the Directorate.
- You will need a fluent command of English and the right to work in the UK.

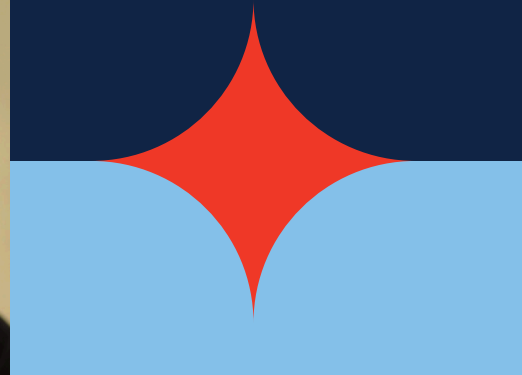


Person specification:

Personal attributes

- Emotionally intelligent leadership style; with a commitment to growth and openness to feedback
- Unwavering commitment to equality and diversity, integrating these values throughout all aspects of work
- Values-driven approach, exemplifying integrity and purpose

This post is subject to satisfactory references, one of which must be from your current or most recent employer, and DBS checks.



Benefits



- 25 days per year annual leave, pro rata full time equivalent (plus bank holidays)
- Christmas break office closure days
- Pension scheme
- Income protection insurance
- Death in service insurance
- Cycle to work scheme
- Enhanced maternity, paternity and adoption leave and pay
- Flexible working policy
- Season ticket loans
- Cash Health plan
- Mental Health support, access to counsellors and in-house Mental Health First Aiders

Information Session

There will be an online information session with Leon Ward, CEO, on Wednesday 18th December from 12pm - 1pm.

[Click here to sign up.](#)

You are welcome to join the call anonymously, please just check your settings beforehand. If you cannot make the live webinar, please still register as the recording will be sent to you.

Important Dates:

- Deadline for applications: Sunday 5th January 2025
- First round interviews (online): 9th and 10th January
- Second round interviews (in person): 16th and 17th January

As part of the selection process, we will be asking final stage candidates to complete an online emotional intelligence assessment instrument, the Emotional Quotient Inventory (EQ-i).



How to apply

To apply for this role please:

1. Click [here](#) to access our vacancies site;
2. Enter your details and submit a CV and supporting statement (max. 2 pages) that outlines how you meet the criteria for the role and your interest in MyBnk.

If you require any adjustments throughout the recruitment process, please contact MyBnk HR at jobs@mybnk.org

If you have any other questions about the application process, please contact MyBnk HR at jobs@mybnk.org





The language of money is a language for life.

www.mybnk.org
info@mybnk.org

MyBnk is a registered charity in England and Wales (No. 1123791) and Scotland (SC050175).