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## Programme Director – Driving Digital Inclusion

Employer - Kids

Location – Hosted at the Sense Charity Offices,  
London - Hybrid role with a London-based office  
and occasional travel across the UK.

Salary - Circa £55,000 per annum, Two-year fixed-term contract

Hours -36 hours per week, full-time

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The logo for the Digital Services Consortium features the words "Digital", "Services", and "Consortium" stacked vertically in a blue, sans-serif font. The letter "i" in "Digital" has a small orange dot above it.

### About the Digital Services Consortium (DSC)

The Digital Services Consortium (DSC) is a collective of 12 UK-based charities focused on supporting disabled children and young people, as well as their families - providing direct services to different groups in different settings. We are representative of the range of needs and support across the disabled children's sector, working across health, social care, and education.

Member organisations are: Ambitious about Autism; Contact; Dingley's Promise; Family Fund; Kids; National Deaf Children's Society; Rainbow Trust; Roald Dahl's Marvellous Children's Charity; Sense; The Children's Trust; WellChild; and Whizz Kidz. DSC is co-chaired by Sense and Kids.

In an exciting venture, DSC is working with a consortium of national funders to respond to the digital disadvantage experienced by disabled children, young people and their families. DSC has partnered with Good Things Foundation and AbilityNet to design and deliver a digital inclusion programme. We will provide tailored support and an opportunity to use a digital or blended service to increase participants' digital skills, access, and confidence to connect online and their ability to benefit from a wider range of services, activities, and support.

Our Learning and Evaluation partner is CAST, the sector-leading charity working towards a responsive, resilient, and digitally enabled social sector. CAST supports nonprofits in embedding digital and design across their services, strategy, and governance. The programme will benefit from Vodafone and Virgin Media O2's generous donation of devices and SIM cards (where required) through the Good Things Foundation National Databank and Device Bank. This innovative new two-year programme will leave a legacy of digital confidence and skills for disabled or seriously ill children and their families.

### Role Overview

We are seeking a **Programme Director** to lead the new **Driving Digital Inclusion** programme, a dynamic digital initiative designed to support disabled children, young people, and their families in accessing services online.

The Programme Director will take an iterative approach to making this ambitious programme a reality by working with all the national partners, including funders, technology and learning and evaluation partners, as well as each consortium member, to ensure the programme is delivered on time within budget, and to the highest standard.

Crucially, with co-production a central theme, the Programme Director will ensure the insights and experiences of the children, young people, and families are listened to and acted on throughout the two-year programme to develop and secure an important legacy—exciting and dynamic continual learning about what works for them when it comes to digital services.

## Key Responsibilities

- Lead and execute services strategies and plans that extend and transform the impact and financial sustainability of the charity's services and support for disabled children, young people and their families.
- Lead the design, development and sales of innovative new service models *and* the scaling of existing services.
- Work closely with the other executive directors and leadership team to achieve the generation of an annual financial surplus to reinvest in Kids.
- Ensure the quality and safe delivery of all Kids' services.
- Ensure effective budget management underpins service development and delivery. Ensure contracts and tenders are commercially negotiated and regularly monitored. Work with colleagues to identify and achieve necessary margins on contracts and projects for financial sustainability.
- Inspire and lead a high-performing services team; support colleagues in testing, learning, and adapting as the charity evolves and transforms its digital and in-person support offer.
- Be an inspiring, visible and collegiate leader and team player who works across team boundaries to help drive organisational change and nurture colleagues' ability to perform at their best.
- Model and lead effective communications with all colleagues that bring to life the charity's values and behaviours. Support colleagues to ensure Diversity, Equity and Inclusion principles and practice are evidenced in service design and delivery.
- Act as an ambassador for Kids on key platforms, carrying out media work as required; promote the charity's products, services and work; and draw from services expertise to influence public policy and legislation relevant to disabled children and their families.

## Strategic Management

- Lead and coordinate the **Driving Digital Inclusion** programme, ensuring successful delivery of all activities and outcomes.
- Oversee the development and implementation of robust **risk management protocols, budget oversight, and expenditure monitoring**.
- Ensure a comprehensive **monitoring, evaluation, and learning strategy** is in place, ensuring feedback and insights are integrated back into the programme.
- Work with the **Co-Chairs** in line with agreed programme governance structure to ensure effective multi-agency working in the Steering Group.
- Ensure the involvement of service users – via panels and other mechanisms – to ensure voices and feedback is captured and heard from **disabled children, young people, and families**, at all stages of the programme.
- Lead strategic and operational decision-making, ensuring alignment with the programme's goals and donor requirements.
- Liaise with member charities to support their delivery of digital services and enable their collaboration and shared learning.
- Identify further **funding opportunities** to maximise the roll-out and reach of the Driving Digital Inclusion programme.

## Operational Management

- Design and implement **internal processes, policies, and procedures** to ensure smooth execution of the programme.
- Provide **regular written reports** on the programme's progress, highlighting challenges and solutions to internal stakeholders and funders.
- Foster and maintain strong relationships with **DSC members, partners (Good Things Foundation, AbilityNet and CAST), and funders**.
- Brief and manage/oversee/ engage **consultants** supporting the programme's evaluation activities, ensuring high-quality analysis and reporting.

## Financial Oversight

- In collaboration with the **Finance Team** at Sense, manage programme finances, including **budgeting, forecasting, and expenditure monitoring**.

## Communications



- Ensure an effective communications strategy to effectively share and promote the programme's progress and results with a wide range of stakeholders.

## Sector Knowledge

- Stay informed on the latest developments and trends in the **digital inclusion** and **disability** sectors, ensuring the programme remains relevant and effective.

## Person Specification

- **Experience in Programme Management:** Proven experience managing complex, externally funded programmes, particularly in social or health sectors.
- Experience in implementing innovative projects or programmes where the pathway to success is uncertain.
- Experience in the design and delivery of services that have implemented a user-led, test-driven and iterative approach.
- **Grant Management:** Demonstrated ability in managing large project grants, ensuring compliance, and meeting donor requirements.
- **Monitoring and Evaluation Expertise:** Strong understanding of **Monitoring, Evaluation, and Learning (MEL)** principles, with hands-on experience in **setting up and implementing MEL frameworks**.
- **Stakeholder Engagement:** Exceptional skills in **stakeholder management**, including experience in communicating with and influencing **senior leaders** and **cross-functional teams** across multiple organisations.
- **Digital Inclusion Passion:** A genuine passion for driving **digital inclusion** for disadvantaged communities, with an understanding of the challenges faced by disabled children and their families in accessing digital services.
- **Leadership and Team Management:** Proven track record of leading cross-functional teams or multi-organisational partnerships, ensuring high performance, and maintaining collaborative relationships.

## Desirable Criteria

- **Lived Experience of Disability:** Lived experience as a **disabled person** or **family member** of a disabled person, bringing a personal understanding of the challenges faced by disabled children and families.
- **Disability Sector Experience:** Experience in the **disability sector**, with a strong commitment to improving services and opportunities for disabled children and young people.

- **Digital Inclusion Initiative Experience:** Previous experience working in **digital inclusion programmes**, particularly those focused on supporting disabled individuals or families.

## Diversity, Equity and Inclusion (DE&I)

- **Commitment to Equality:** A strong demonstrable commitment to **fairness, equality**, and the **principles of inclusion**, ensuring that the programme is accessible and beneficial for all participants, irrespective of background.

## Contract Details

- **Duration:** Fixed-term for 24 months, linked to external funding.
- The position offers a **hybrid working arrangement**, with flexibility to work from home and attend the office in London as required.

If you are passionate about **digital inclusion**, committed to supporting **disabled children and families**, and have the expertise to lead a **multi-partner programme**, we would love to hear from you.

This role is a fantastic opportunity to make a real impact in the lives of disabled children and young people across the UK, helping them access the digital services and support they need. Apply today and help drive **digital inclusion** in the disability sector!

Is this you? If so, get in touch and talk to us about being our next Director of Service Transformation by reaching out to Kate Hutton via email at [Kate.Hutton@kids.org.uk](mailto:Kate.Hutton@kids.org.uk).

## Acknowledgements

Thanks to National Lottery players, The Digital Services Consortium has received over £1.5 million over two years from The National Lottery Community Fund, the largest community funder in the UK. The funding will be used to boost digital skills, access and confidence for over 20,000 children and young people with disabilities and serious illnesses, and their families.

## How to Apply

- Have a read of the full Job Description
- Have a look at our Benefit Package
- Follow this link [Kid's Home Page | Kids](#) to our Kids careers website and click apply!

