

Directorate: Technology & Projects
Reporting to: Director of Technology & Projects
Contract type: Permanent

Working at Mary's Meals International:

Our mission, vision, and values are at the very heart of everything we do here at Mary's Meals and working for Mary's Meals International is so much more than a career opportunity, we offer the opportunity to support our global movement in a dynamic, flexible and inclusive environment with a real focus on personal and professional development. We believe in the innate goodness of people, respect the dignity of every human being and family life and believe in good stewardship of the resources entrusted to us. In line with our values, Mary's Meals is fully committed to a culture of safeguarding.

Role purpose:

We're looking for an experienced Programme Manager to coordinate and govern our projects through an integrated programme of work focused on delivering Mary's Meals International's strategic objectives. As the Programme Manager your role will be to manage the Project Management Office function (PMO), to guide our project managers, to govern all our projects to success within the programme, and to manage key stakeholders by providing regular updates on the status of their projects and of the overall programme.

Key responsibilities and activities:

- Manage the Project Management Office (PMO) as a centre of expertise.
- Personal responsibility for managing and delivering key programmes, projects and products.
- Develop consistent standards, procedures, templates and guidance for successful project delivery.
- Develop and implement the terms of reference (or Project Charter) for projects.
- Work alongside others to coach, define and implement the governance framework for projects.
- Work with functional owners and project & team managers to create strategies for effective project planning, monitoring and delivery.
- Ensure that MMI's Agile delivery methodology is embedded and deployed across the programme.
- Facilitate the development and maintenance of project plans and dependencies.
- Support project managers from initiation through successful delivery to project closure.
- Provide an ongoing health check of projects by assessing whether they will continue to meet their objectives.
- Run Steering Committee Meetings and/or support Project Managers to run these meetings.
- Meet regularly with stakeholders to understand and review organisational objectives and project requirements.
- Inform projects when strategy changes and help them re-baseline.
- Ensure that the projects' outcomes will realise expected benefits.
- Seek continual improvement of the PMO and effective management of PMO employees.
- Strive to identify areas for process and organisational improvement and make recommendations to senior stakeholders.
- Contribute to organisational growth through the creation and sharing of knowledge, lessons learned, and best practices from previous project experience.
- Deliver solid expectation and stakeholder management, and effective relationship development.

Management of self

- Continue to identify opportunities for self-development including keeping knowledge up to date and relevant and develop capability.
- Lead by example, communicate effectively and accept personal responsibility.

Leading & Managing:

- Provide leadership and direction to high performing teams.
- Oversee the delivery, monitoring and reporting of progress made against team and function strategies and plans.
- Lead, develop, coach and inspire high-performing teams, promoting a culture of engagement and empowerment including identifying and implementing opportunities for delegation and development.
- Seek all opportunities for personal growth and development to support the aims of our organisational strategy.
- Role-model Mary's Meals values and leadership behaviours.
- Ensure MAPs are in place for all direct reports.
- Ensure integration and collaboration between the different strands of the directorate, across the MMI pillars and with other parts of the global family.

All MMI employees are expected to undertake the following general duties:

- Work within the framework of the Mary's Meals mission, vision and values.
- Work towards achieving department strategy, operational plans and objectives.
- Ensure familiarity with and adhere to all MMI policies and procedures.
- Undertake and apply learning from appropriate training and development programmes.
- You may be required to travel to countries where Mary's Meals operates.
- Understand and uphold the standards outlined in MMI's Safeguarding Policy, acting with due care and attention to safeguard anyone that comes into contact with our work.

Essential skills & experience required for this role:

- Significant Project Management experience with 2+ years of practice in a programme management or leadership role.
- Experience of using Cost Benefit Analysis to derive ROI and project priorities in a consistent way across projects
- Any relevant Project Management or Agile Practitioner qualification.
- Experience of successful project delivery using Agile methodologies
- Experience of working closely with Project Managers, Product Owners and Business Analysts within complex project environments.
- Experience of working with key stakeholders across multiple business and IT functions
- Excellent communication and stakeholder management skills and ability to integrate well into a team and build effective relationships.
- Ability to critically evaluate information gathered across multiple sources, reconcile variances, and recommend proposals to stakeholders.
- Good stewardship of funds when it comes to procurement and commercial contracts
- Estimation, Prioritisation and Project Planning
- Resource management skills to ensure that current and future projects have the right human resources with the right skills at the right time and ensure those resources are used efficiently
- The ability to manage a variety of projects from highly complex technical projects to those with no technical components

Desirable skills and experience required for this role:

- Experience of working with CRM solutions, and Salesforce in particular
- Involvement in the planning and delivery of digital transformation projects
- Experience of working with multi-channel solutions including remote field services

- Experience of Jira or similar

Mary's Meals 7S Leadership Competencies:

As a leader within Mary's Meals International, you have a responsibility to approach your role in line with our 7S competency model.

Self	<ul style="list-style-type: none"> • I build and demonstrate resilience • I lead by example • I am authentic and true to Mary's Meals values • I develop myself and set stretching goals
Service	<ul style="list-style-type: none"> • I have a vocational attitude to my work • I inspire hope in others • I build belief that even difficult challenges can be solved • I am committed to serving and enabling all who want to be part of the global movement • I work to ensure our future will be even better than our past
Simplicity	<ul style="list-style-type: none"> • I communicate effectively • I follow clear decision-making criteria • I create plans that are easy to follow and contribute to organisational goals • I embrace inclusivity and diversity • I focus on delivering results
Stewardship	<ul style="list-style-type: none"> • I pay attention to the things that matter most – (a) our physical resources; (b) our people • I nurture, develop and respect our relationships with external stakeholders • I deliver on my promises • I am happy to be held accountable and to hold others to account
Strategy	<ul style="list-style-type: none"> • I have a point of view about the future • I know our stakeholders and see our priorities clearly • I help others to work in ways that have the greatest impact • I develop strategy and translate it into action
Strengthen	<ul style="list-style-type: none"> • I create a positive work environment • I increase the capabilities of my team • I help people manage their careers • I find and develop next-generation talent
Success	<ul style="list-style-type: none"> • I ensure my team is technically competent and always developing • I build high performing teams • I ensure accountability • I am a catalyst for change

Changes to your role:

As our organisation evolves and grows, your job description may need to be reviewed and if appropriate, changed. These changes may be initiated by you or your manager but always in consultation with you and your job description may also be reviewed as part of your annual PDR process.

