

Noah's Ark

Children's Hospital Charity
Elusen Ysbyty Plant



Job title: Programme manager

Reports to: Head of communications and engagement

Location: Hybrid with a minimum of two days per week in the charity office, at the Noah's Ark Children's Hospital for Wales

Contract: Permanent

Hours: 37.5 hours

Salary: £40,000

Introduction

The Noah's Ark Charity supports the Noah's Ark Children's Hospital for Wales in providing world-class care, helping to ensure the best outcome and experience possible for children and their families.

We are a small organisation making big strides in our mission to create brighter todays and better tomorrows for children and families at the Noah's Ark Children's Hospital for Wales. Having raised more than £30 million to build and equip the hospital, today we continue to work hand in hand with the NHS, providing funding for the most up-to-date equipment and facilities. We also fund services like the play specialist team and emotional support for families.

This is a new role within the Noah's Ark Charity. It has been created in response to a growth in our grant making programme and directly delivered services, a need to allocate greater resources to monitoring and evaluation, and a drive towards closer strategic partnership working with health board colleagues.

As programme manager you will be focussed on the management, implementation and delivery of a range of programmes across the charity, working collaboratively with strategic partners, commissioners and key stakeholders. In this brand new role, you will be required to develop and implement programme and project plans and in doing so, manage conflicting priorities, problem solve effectively and ensure key performance targets are achieved.

Working closely with the wider charity team, this role offers a real opportunity to help develop and grow the charity's positive impact on the lives of children and families.

Scope of role

Supported by your line manager, you will manage relationships with a range of health board colleagues, coordinating the development, monitoring and evaluation of the charity's directly delivered services, capital projects and grants programme.

The successful candidate will have significant programme management experience, ideally in the charitable, health or social care sectors, including programme planning, activity planning, budgeting, governance, reporting and stakeholder engagement. You will have proven ability to shape, sustain and lead on programme management activity requiring collaboration with a range of different stakeholders, creating appropriately robust but flexible processes and structures. Experience of working in partnership and managing and working with diverse stakeholders is also key.

You will have significant experiencing in working across multi-partner programmes, bringing your programme management expertise to the management and the development of projects and strategic partnerships within the University Health Board. A clear communicator, you will have a passion for the welfare of children and families and enjoy engaging and working constructively with a wide range of stakeholders.

Utilising your strong organisational skills to develop and manage projects, you will relish the opportunity to work within the charity team to help develop practical and strategic support.

You should have significant experience in delivering complex high value projects. You must have a strong ability to work strategically with senior management, negotiate with suppliers and have a positive attitude to enable you to build strong relationships and collaborate with a range of stakeholders and partners. You must be able to demonstrate initiative and have the ability and drive to manage your own workload.

Using your excellent project management skills, you will be able to make a significant and positive contribution from the start, helping to manage and develop projects and programmes and designing the reporting and evaluation processes that underpin them.

You should be committed to the aims and values of the charity and be passionate about the role you will play in demonstrating the effects of that impact to stakeholders and the wider community.

KEY DUTIES AND RESPONSIBILITIES

Grant development, management and delivery

- Working closely with the finance and operations manager to provide additional support across the end-to-end grant-making process, including development and delivery of projects
- Manage a pipeline of funding proposals, working with health board colleagues to support the development of ideas and high-quality proposals.
- Support development and delivery of funding streams and opportunities relevant to the needs of the children's hospital and as a means of attracting impactful projects from a range of staff, including annual open call-outs.
- Carry out the initial assessment of proposals and identify strengths/weaknesses and work with applicants to address these in order to prepare applications for plans for submission for funding approval.
- Work in partnership with grant holders on implementation of projects, for example, by joining planning groups.

Learning, systems and evaluation

- Implement an evaluation and learning strategy, creating processes to support reporting, evaluation and learning in order to better understand the impact of our funding.
- Support and advise grant holders on reporting requirements and analyse reporting received from grant holders on a regular basis, synthesising learning, data and progress into digestible content that can be used by communications and fundraising colleagues.
- Create regular funding impact evaluation reports.
- Collate high-quality data which will be used to draw insights to identify areas where there are opportunities to increase spend of charitable donations.
- Work with colleagues to ensure our systems and processes are effective, accessible and user friendly, in line with best practice across the sector and in other comparable industries.

Project management

- Develop and grow directly delivered services in partnership with the senior management team.
- Line management of the charity's directly delivered services, including the sparkle co-ordinator, counsellor and sessional music therapist.
- Work on a partnership basis with UHB colleagues to robustly scope and deliver larger projects.

Project development

- Support fundraising and communications colleagues in developing content and proposals for fundraising purposes based on projects in development.
- Work with fundraising and communications colleagues to ensure proposals and fundraising propositions are accurate, inspiring and attractive to funders, supporters and prospective donors.

Increasing engagement

- Liaison with the communications and fundraising teams to devise and promote effective ways of working, including sourcing and sharing information and building collaborative approaches to projects.
- Maximise the networking opportunities by attending UHB and external events and meetings and developing a network of contacts that will extend the work of our across the children's hospital and potentially the wider community.

Governance and compliance

- Ensure compliance with charity requirements including working with applicants and grant holders. This will include problem solving to resolve areas of non-compliance and managing sensitive relationships to retain engagement.
- Work with the internal Charity and Fundraising colleagues plus operational colleagues within the health board to address compliance issues and troubleshoot to find solutions.

Other responsibilities

- Contribute to the operational and strategic development of the charity. Also to undertake other duties which may from time to time be requested by heads of department.
- Contribute to the strengthening and consolidating of existing organisational processes.

Person specification: Programme Manager

Criteria	Essential	Desirable	How/when tested
Qualification	Educated to degree level	Postgraduate degree and or further relevant professional studies. Project management qualification.	Application form and pre-employment checks
Experience	<p>Strong understanding of public sector culture and ways of working</p> <p>Experience of programme development and delivery and partnerships, programme management and/or project management</p> <p>The preparation and implementation of Project Plans, funding applications and Budgets</p> <p>Experience in working across multi-partner programmes</p> <p>Experience of juggling multiple projects at one time, and prioritising appropriately</p> <p>Experience of engagement, reporting, impact measurement and evaluation</p> <p>Experience of developing content and contributing to complex funder reports</p> <p>Strong experience and ability to set up and maintain systems to support delivery of project work</p> <p>Proven ability to devise, implement, monitor and evaluate project delivery against targets.</p> <p>Experience and ability to engage with and work constructively with sector</p>		Application form, interview and references

	<p>partners at all levels, to achieve positive outcomes.</p> <p>The ability to work independently, using appropriate levels of judgement and initiative at a senior level.</p> <p>Experience of analysing complex issues and problems and finding practical solutions and strategies to meet them.</p> <p>Proven ability to research, analyse and interpret complex information and produce clear verbal and written reports</p> <p>Experience of using CRM systems</p> <p>Ability to help shape communications and social media content for projects</p> <p>Confidence with IT including Microsoft Word, Excel, Outlook and the internet.</p>		
<p>Skills</p>	<p>The ability to build and sustain productive professional strategic working relationships.</p> <p>A passion for helping children and families.</p> <p>An excellent team member</p> <p>Adaptability and flexibility</p> <p>A sense of humour and positive outlook</p> <p>Outstanding verbal and written communication skills</p> <p>An efficient and effective administrator, able to effectively meet deadlines</p>	<p>A user of social media in a business context.</p>	<p>Application and interview</p>

	<p>An individual who is able to inspire team members to achieve their best</p> <p>Working knowledge of software or processes to support us in tracking and monitoring</p> <p>Excellent interpersonal and communication skills, written, face to face and verbal.</p> <p>Excellent planning skills.</p> <p>Ability to prepare and deliver reports and presentations.</p> <p>Ability to use own initiative and to work to deadlines.</p> <p>Target driven and proactive in achieving results.</p> <p>Ability to juggle a range of projects.</p> <p>Strong organisational skills and excellent attention to detail.</p> <p>Ability to manage all aspects of the role including administrative requirements.</p> <p>High level of numeracy.</p> <p>High level of literacy.</p>		
<p>Personal attributes</p>	<p>Ability to work independently, as well as collaboratively as part of a small team.</p> <p>A 'people person'. Be able to empathise with people's stated needs and emotional drivers.</p> <p>Energetic, enthusiastic, committed, adaptable and motivated.</p>		<p>Application and interview</p>

	<p>Positive in outlook: always looking for the best outcomes from dealing with people and situations.</p> <p>Self-aware: know gaps in your own knowledge and skills, and not be afraid to ask for assistance.</p>		
Other	<p>Ability to travel within Wales / UK geographical area if required.</p> <p>Able to work hours flexibly when required.</p> <p>Be professionally presented.</p> <p>Complete confidentiality and discretion in handling highly sensitive data.</p>		Application form and interview