



JOB PACK: PROGRAMME & PARTNERSHIPS MANAGER

Spring into Action is seeking a Programme and Partnerships Manager to lead our Meet N Match service, a friendship and dating agency for people with learning disabilities and autistic people.

You will combine leadership with delivery, shaping inclusive social opportunities and lead on developing an innovative new partnership network to extend our reach and impact and support our sustainability ambitions.



For more details contact
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Managing Director
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PROGRAMME & PARTNERSHIPS MANAGER



About Us:

Spring into Action is committed to creating a world where every individual, regardless of their abilities, feels valued and empowered to fully participate in life. Our focus is on nurturing positive, healthy relationships, creating equity, and developing essential life skills. We are dedicated to providing opportunities for individuals to access the community, build lasting friendships, and enjoy services that are friendly, fun, and enriching. We want to attract people who go the extra mile and are passionate about supporting our vision.

Summary of Role

The Programme and Partnerships Manager will provide operational leadership for the Meet N Match programme, ensuring the delivery of high-quality, inclusive services that support people with learning disabilities and autistic adults to build friendships, develop relationships and increase social connections. Meet N Match is our friendship and dating agency, supporting people to develop friendships, relationships and greater independence. Alongside relationship support, the programme delivers a range of inclusive social events that reduce social isolation and create opportunities for people to build meaningful connections. Now in its tenth year and funded by The National Lottery Community Fund, Meet N Match continues to respond to a growing demand for high-quality relationship and social opportunities.

Alongside leading the day-to-day delivery of Meet N Match, one of the most exciting and strategically important aspects of this role is the development of a new Partnership Network. This is an exciting opportunity to shape an innovative model that will enable other organisations to deliver inclusive social events using Spring into Action's framework, training and support. The successful candidate will play a central role in designing, piloting and refining this model, with the long-term ambition of creating an accredited network that extends our reach, improves opportunities for people with learning disabilities and autistic people, and contributes to the long-term sustainability and growth of the organisation.

This is an exciting opportunity for someone to shape the future direction of Meet N Match while supporting Spring into Action's long-term sustainability and growth.

Occasional evening (and weekend, where required) work will be necessary to attend, review and support programme activities.

Salary: £30,000

Hours: 37.5 hours

Location: Blackburn

Reporting to: Managing Director

Responsible for: Events and Volunteer Coordinator, Project Administrator, Membership Coordinators (2)



MAIN RESPONSIBILITIES



Programme Leadership and Service Delivery

- Lead the operational delivery and development of the Meet N Match programme ensuring the effective delivery of inclusive social events, friendship and dating agency activities, volunteer-supported activities and services.
- Ensure all activity remain responsive to the needs of people with learning disabilities and autism, contributing to reducing social isolation and increasing opportunities for friendships and relationships.
- Develop, implement, and review programme plans in line with organisational objectives.
- Monitor programme performance and outcomes, ensuring targets and key performance indicators are achieved.
- Ensure participant voice is embedded within programme planning, delivery, and evaluation.
- Support innovation and continuous improvement across all programme activities.

Staff Leadership and Management

- Provide effective leadership, supervision and support to programme staff.
- Manage staff performance, wellbeing and professional development.
- Ensure effective delegation of responsibilities and workload management.
- Support a positive, inclusive and collaborative team culture.
- Lead regular team meetings and individual supervision sessions.
- Support workforce planning and recruitment where required.

Partnership Network Development

- Lead the development, implementation and continuous improvement of the new Partnership Network.
- Develop and maintain a framework, quality standards and delivery resources.
- Recruit, onboard and support partner organisations.
- Build and maintain positive relationships with partner organisations, local authorities, care providers and other stakeholders.
- Facilitate training, mentoring and support for partner organisations.
- Develop and oversee accreditation and quality assurance processes.
- Promote collaboration and shared learning across the network.

Income Generation and Sustainability

- Work with the Managing Director and Development Director to ensure activities are financially viable and aligned with organisational sustainability objectives.
- Support the development and implementation of charging structures and income models for memberships, events, accreditation and the Partnership Network.
- Contribute to the development of sustainable income opportunities arising from the Partnership Network and wider organisational activities.
- Identify opportunities for growth, partnership development and earned income generation.
- Support funding applications, presentations, partnership proposals and business development activities.
- Contribute to organisational sustainability planning and strategic development.

MAIN RESPONSIBILITIES



Stakeholder Engagement and Representation

- Represent Spring into Action at local, regional, and national events, forums and partnerships.
- Develop strong relationships with key stakeholders, including local authorities, care providers, community organisations and national networks.
- Develop and maintain relationships with funders and strategic partners where appropriate.
- Promote inclusive practice and champion the rights of people with learning disabilities and autism.
- Act as an ambassador for the organisation and its values.

Safeguarding, Quality and Compliance

- Ensure all programme activities are delivered in accordance with safeguarding, health, and safety, GDPR and organisational policies.
- Promote a culture of inclusion, dignity respect, and person-centred practice.
- Ensure appropriate risk assessments and safeguarding procedures are in place and implemented.
- Support staff to understand and meet compliance requirements.
- Maintain high standards of governance, accountability and professionalism.

Monitoring, Evaluation and Reporting

- Oversee systems for monitoring programme performance, participant outcomes and partnership impact.
- Analyse qualitative and quantitative data to inform programme development.
- Produce reports for funders, board of directors, senior management and other stakeholders.
- Monitor progress against agreed targets and objectives.
- Ensure accurate record keeping and effective use of CRM and reporting systems.
- Contribute to impact reports, case studies and organisational learning.
- Ensure evidence and learning from programme delivery informs future service development and partnership growth.

General Duties

- To always represent the organisation positively.
- Be aware of project targets and the wider strategic objectives of the organisation and assist in working towards these.
- Understand and adhere to all organisational policies and procedures.
- Always maintain personal and professional development, undertaking appropriate training as required.
- Undertake such other duties, training and/or hours of work as may be required and consistent with the general level of responsibility of the role.

PERSON SPECIFICATION



Experience & Knowledge

- Proven experience leading and managing community programmes.
- Strong understanding of person-centred approaches and inclusive practice.
- Experience managing staff teams, including supervision and performance management.
- Experience developing partnerships, networks or collaborative service models.
- Experience contributing to funding applications or income generation activities.
- Strong understanding of safeguarding and compliance in service delivery.
- Experience monitoring outcomes, KPIs and producing reports for stakeholders.

Skills & Abilities

- Strong leadership and team management skills.
- Excellent relationship-building and stakeholder engagement skills.
- Ability to develop, implement, and evaluate services or programmes.
- Strong communication skills including report writing and presenting.
- Ability to manage multiple priorities and deliver strategic objectives.
- Analytical skills to interpret data and drive improvement.

Values & Personal Attributes

- Commitment to inclusion, equality and rights-based practice.
- Passion for improving the lives of people with learning disabilities and autistic people.
- Collaborative, proactive and solution-focused approach.
- Ability to work flexibly, including occasional evenings and weekends.
- Commitment to continuous learning and development.

Desirable Criteria

- Experience in friendship, relationships, or social inclusion services.
- Experience developing accreditation, quality assurance or membership models.
- Knowledge of commissioning or local authority partnership structures.
- Experience scaling or replicating service models.
- Experience developing earned income or social enterprise models.
- Safeguarding Level 3 training or equivalent.
- Experience representing organisations at regional or national level.
- Familiarity with VCFSE or charity sector environments.

This role offers a fantastic chance to be part of a thriving organisation based in East Lancashire. **As some travel is involved, a valid driver's license is essential.**

We encourage applications from candidates of all backgrounds and experiences.

HOW TO APPLY



How to Apply:

Interested candidates are invited to submit their CV and a cover letter of no more than three sides of A4 paper detailing how you meet the person specification and how you will approach this role, to Lucy Hamlin: lucy@spring-projects.co.uk

For more details or an informal chat contact Lucy Hamlin.

Tel: 01254 457026

Email: lucy@spring-projects.co.uk

Post:

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