



ROLE DESCRIPTION	
Job Title	Senior Programme Manager
Department	Heart of the City
Grade & Level	E Level: 1035 (£46,050 FTE)
Trent Position Number	POS002671

About Heart of the City

Heart of the City is an independent charity which is housed by and supported by the City of London Corporation. The team is employed by the Corporation and seconded to the charity.

Heart of the City works with small and medium (SME) businesses to help to develop their responsible business and sustainability approach. This can include supporting businesses to reduce their environmental impact, support their local community and enhance their employees' wellbeing in the workplace.

Heart of the City delivers a series of programmes with the support of a powerful network of 'ambassador' companies who share their expertise and resources to help SMEs get started in responsible business. We have a strong presence and focus in London but support businesses across the UK. The charity's Co-Presidents are the Lord Mayor and the Governor of the Bank of England.

Heart of the City has supported thousands of SMEs to develop their responsible business and sustainability programmes. Our programmes focus on building the foundations of a responsible business strategy or taking action on climate change. They take complicated topics and help make them easy-to-understand and actionable for all, as we believe all businesses can be a force for good but just need the right tools and support to help them along the way.

Heart of the City is working in partnership with larger organisations to support small businesses in their community or with whom they work to meet their responsible business or sustainability needs. Partners include public sector funders such as the City of London Corporation and the Greater London Authority, or large corporates with whom we deliver bespoke programmes. Examples of the organisations we have worked with, or are working with currently include Grosvenor, Canary Wharf Group, Pinsent Masons, Siemens and Places for London. We are also funded by the UK government through the UK Shared Prosperity Fund and work in partnership with MSDUK, the UK's leading supplier diversity organisation, to deliver solutions to challenges faced by London's ethnic minority owned SMEs when accessing public and private sector business opportunities.

As a purpose led organisation, we are in an exciting and unique position to work closely with small businesses, the public sector, charities, and larger corporates. The breadth of our network means that the team is exposed to a range of opportunities in multiple sectors and locations, and we are able to bring this range into our programme content.

Purpose of Post

This role will oversee the strategy, delivery and growth of Heart of the City's Foundations for Responsible Business Programme, managing the team to ensure quality content and effective engagement that will deliver impact and real benefit to the small businesses we work with.

The post-holder will work with the Director and business development team to generate income for the organisation, strategically identifying future funding streams and developing pitch proposals for future programme development.

The post-holder will be the key relationship manager with our funders (whether public sector or corporates), relevant Ambassadors and the small businesses on the programme to deliver a quality service to the SMEs and funders.

As Senior Programme Manager, the post-holder will represent Heart of the City as the subject matter expert at both internal and external events, bringing back new ideas and best practice to enhance our programmes, supporting business development and raising the profile of the charity.

Main Duties & Responsibilities

1. Lead the strategic direction and delivery of the programme area, including line management of team members and allocation of work as required. This will include overseeing the quality of the programme's online and in-person events, online learning platform, resources, and data management and CRM systems, with the aim to enhance engagement and impact of the programme.

2. Work with the Director and Business Development team (senior managers) to create and deliver a strategy to generate income for the organisation, by developing and managing relationships with key funders and partners and developing pitch proposals for future programme development.
3. Account-manage c.150 SME businesses, meeting with company representatives (in person and virtually either 1:1 or in group meetings) to advocate the benefits of responsible business and sustainability and provide expert specialist advice and support.
4. Develop and track impactful key performance indicators, demonstrate the impact of the programme by producing reports, case-studies, presentations and briefings for relevant stakeholders to ensure effectiveness of the programme and that deliverables are met.
5. Work with the other Senior Programme Manager to manage Heart of the City's ['Board Advisory Panel'](#) (volunteer experts in their field) to gain their insights on responsible business and sustainability, ensuring our programme content is developing with current and future trends.
6. Represent Heart of the City at events, advocating and promoting the charity's work, act as the subject matter expert and bring back new ideas and best practice to enhance our programmes. This could include being a speaker at webinars or panel event, chairing or facilitating a discussion or workshop.
7. Research to maintain and develop subject matter expert knowledge including finding and attending external events. Gather insight into current SME trends, practices and future planning.

Other

8. Deputise for the other Senior Programme Manager to deliver of Heart of the City's other programmes, including recruitment of SMEs.
9. Provide additional support to the Heart of the City team when capacity requires e.g. managing events, delivery of skills training for staff development, and staff recruitment.
10. To undertake any other duties and responsibilities commensurate with the grade and responsibilities of this post, and as directed from time to time by the Director.
11. To be available to work outside of normal working hours in order to attend events (in person and virtual), to cultivate SME businesses leads.

12. To implement the City of London's occupational health and safety policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
13. To implement the City of London's equal opportunities policy and its objective to promote equality of opportunity in relation to the duties of their post.
14. To contribute to a positive and supportive team dynamic.

PERSON SPECIFICATION	
Job Title	Senior Programme Manager

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (A), interview (I) or test (T) as indicated below.

Professional Qualifications / Relevant Education & Training

Demonstrable interest and experience in responsible business, particularly from the perspective of small and medium sized businesses, or a relevant equivalent qualification (A, I)

Experience Required

Experience of working on responsible business issues, ideally from the perspective of small and medium sized businesses. (A, I)

Experience of delivering high quality stakeholder management/ relationship management; including working at a senior level to influence action. Excellent people skills required. (A & I)

Experience of designing, developing and/or evaluating programmes, and managing and successfully delivering against stretching targets (A, I)

Experience of business development and/or sales in a commercial or not for profit environment and of delivering successfully against stretching targets (A, I)

Experience of organising, managing and delivering high quality events which successfully engage and inform external stakeholders/members (A, I)

Experience of working both independently and unsupervised and also as a collaborative team member. (I)

Confident communicator with strong oral communications and the ability to present and speak at group events or large meetings, with senior-level attendees. (I)

Experience of working to tight deadlines, multiple workstreams and successfully adapting to emerging priorities. (A, I)

Demonstrates the Heart of the City values: Friendly, Connecting, Committed, Ambitious, Practical. (I)

Desirable

Experience of developing and managing responsible business strategies (I)

Experience of marketing, communications and promotional tools and techniques in order to develop programmes and initiatives to increase companies' engagement with responsible business (A, I)

Experience of analysing and interpreting data to make informed decisions (in this case, to inform programme development) (I)

Experience of people management, including developing individuals (A, I)

Comfortable using Microsoft Office systems, especially Word, Excel, Teams and PowerPoint, CRM databases (ideally Salesforce), and other digital tools such as Typeform, Eventbrite, Zoom and social media. (A)

Technical Skills

Knowledge or qualifications in responsible business and/or sustainability (A, I)

Analytical and research skills, with a strong attention to detail. Strong intellect and the ability to familiarise yourself with key issues quickly and confidently and to analyse and communicate complex information and ideas in a simple and accessible way. (I)

Ability to see the bigger picture to develop programmes which will influence SME behaviours and impact. (I)

Project management skills with a focus on achieving performance outcomes (I)

Strong written communication skills in order to write high quality accessible and engaging communications and resources, all with a great attention to detail and accuracy. (I)

Strong oral communication and interpersonal skills with the ability to present and to engage and influence senior stakeholders (I)

Good problem solving skills and experience of resolving problems in a practical way and by offering alternative solutions, with the ability to perform under pressure. (I)

Other Relevant Information

For this role you will need to attend evening and early morning events (in person and virtual) on a regular basis.

You will also need to be prepared to attend external meetings, in order to develop an external network of contacts and to gather insight into current membership trends, practices and future planning.

Heart of the City is a supportive environment which will help you achieve your learning and development needs. We are looking for an individual with demonstrable experience but also someone with a willingness to constantly learn.

Recruitment - Note to Applicants

The qualifications, experience and technical skills will be used in the decision making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s). It is essential you address the criterion marked as (A) on your application form in the section for supporting information.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.