

Senior Programme Manager

Job Title	Senior Programme Manager
Reports to	Interim Head of Innovation
Direct report(s)	Programme Manager; Data and Insight Manager
Salary	£35,900-£38,900
Contract	Fixed term (ending 31 December 2025)
Hours	37.5 per week (full-time)
Location	<p>Remote working with hot-desking opportunities in London and Manchester a few days per month.</p> <p>Brightside meet in-person five times a year as a whole team. Smaller team meetings may take place in-person throughout the year.</p> <p>This role will lead a London-based programme, so our ideal candidate will be based in or around London as frequent travel will be required.</p>

About Brightside

Brightside is on a mission to help young people make confident and informed decisions about their future. For over [20 years](#), we've used technology to connect young people facing barriers with inspiring mentors. We deliver online mentoring programmes in collaboration with schools, universities, businesses and charities to provide young people with access to networks, online career information and high-quality mentoring. Read our latest impact report [here](#).

Role overview

The Senior Programme Manager will lead our delivery team and work closely with the Partnership Manager to ensure that we're designing and delivering mentoring projects that meet our partner objectives. The postholder will line-manage key staff in the delivery team, delegate programme activity and oversee quality across our portfolio. The postholder will be accountable for engagement across our portfolio and for ensuring we meet targets and key performance indicators set by our partners for project outcomes. The postholder will also lead the delivery of Brightside Mentoring, our London based mentoring project that's

currently funded until 31 December 2025. This will involve leading the ongoing design of the project as we learn from each cohort, recruiting young people to take part from across our London networks and reporting to the funder on project progress.

Responsible for (our partner portfolio)

- Overseeing project deliverables across our portfolio, ensuring tasks are delegated across the team and that deadlines are met
- Chairing weekly delivery team meetings to stay on top of project launches, delivery updates and upcoming evaluations
- Ensuring that roles and responsibilities for project delivery are clear across the delivery team
- Collaborating with the Partnership Manager to manage our approach to risk across the portfolio
- Collaborating with the Data and Insight Manager to ensure recommendations and learning are embedded into future projects
- Monitoring quality in our project delivery, and developing systems to do this efficiently
- Managing our training calendar, ensuring that mentor and mentee training sessions are staffed as required
- Overseeing our training content, reviewing as necessary
- Acting as an escalation point for challenges that may arise in projects
- Acting as an escalation point for any safeguarding concerns
- Providing monthly reports to the Senior Leadership Team on progress with strategic programmes and the portfolio
- Proof reading end of programme evaluation reports

Responsible for (Brightside Mentoring)

- Acting as Programme Lead for Brightside Mentoring, our London-based mentoring project (currently funded until December 2025)
- Leading the programme design process, embedding learning from previous cohorts and addressing previous challenges through innovation
- Working closely with the Partnership Manager to lead mentee recruitment, ensuring that we're reaching young people and getting them onto the project
- Attending recruitment events across London, working with contacts in and beyond our network to recruit young people
- Delegating tasks across the delivery team
- Working with the Interim Head of Innovation to recruit volunteers
- Ensuring that all volunteers are trained and DBS-checked before participating

Accountable for

- Engagement across our portfolio – monitoring participation of mentors and mentees, identifying success, challenges and developing strategies to improve engagement
- Programme management processes – ensuring we implement robust programme management processes that lead to success, with clear workflows for the team to follow
- Programme records – ensuring that the delivery team keep accurate records of meetings, updates and learning
- Participant conversion – ensuring that as many young people as possible fully participate in programmes after they sign-up

Team working

- You will be line managed by the Interim Head of Innovation
- You will line manage a Programme Manager and the Data and Insight Manager
- You will lead the delivery team and chair weekly team meetings
- You will work closely with the Interim Head of Innovation and Partnership Manager to lead the Programmes Team

Essential criteria

To be successful in this role, you should:

- Be strongly aligned with our mission
- Embrace [Brightside's values](#) and contribute to a positive staff culture
- Understand the challenges faced by young people in education and careers
- Demonstrate a significant track record in programme management
- Be confident in delegation
- Have significant experience in making data-driven decisions (using insights to inform programme design)
- Have a strong track record in leadership and team coordination
- Have experience of line management
- Be able to build strong relationships and collaborate well with others
- Have excellent organisation and prioritisation skills
- Be able to work to tight deadlines and manage competing priorities

Desirable criteria

We are especially interested in candidates who:

- Have experience using Salesforce or other CRM software
- Have experience of using project management software such as Monday.com for tracking deliverables

A DBS check at the enhanced level will be required for successful applicants

Your development

You will be supported and challenged in this role. All staff can get involved in activities across the organisation. We are committed to the learning and development of staff and your line manager will work with you to create a personal development plan to support your growth and career progression.

We're committed to promoting a diverse and inclusive community where everyone can be themselves and succeed in the workplace and beyond. Our culture is inclusive and supportive to staff from all backgrounds, and we provide flexible policies to cater for the differing needs of all staff.

Salary and benefits

Salary: £35,900- £38,900

Contract: Fixed term (ending 31 December 2025)

Hours of work: 37.5 hours a week (full-time)

Holiday allowance: 25 days

Other benefits include:

- Three days additional leave between Christmas and New Year
- Three days of volunteering leave
- Tenancy deposit loan scheme
- Up to one month 'work from anywhere' policy
- Employer pension contributions
- Flexible working hours
- Regular staff socials
- Option to buy up to five additional days of annual leave

Application instructions

- Submit an answer via CharityJob to the following question: **'Describe a successful programme you managed. What strategies or actions did you take that contributed to its success?'**
- Submit a **one-page** cover letter, outlining how you meet the role's [essential criteria](#)
- Submit your CV
- **Applications must be submitted by 8am on Monday 21 October**

Applications without a cover letter will not be considered

Successful applicants will be invited to first interviews from the week commencing 28 October

Successful applicants from the first interview will be invited to a second interview on the week commencing 4 November. The second interview will include a presentation and/or task.

Please note – we will be monitoring applications and may invite candidates to interview sooner than the advertised dates. We may also make hiring decisions before the role closes.

Brightside will conduct a blind recruitment process, removing names and gender-identifying features from applications before being reviewed by the hiring manager for shortlisting.

Appendix

