



Strategic Project Manager
Services and Digital Department
Training Team

Kinship is the working name for Grandparents Plus, which is a company limited by guarantee registered in England and Wales under number 4454103 and registered as a charity under number 1093975

Information for applicants for the post of: *Strategic Project Manager*

Thank you for your interest in the above role. This pack tells you more about Kinship, how we work, and details of the role and the people you will be working with. It also gives information on how to apply.

Role details:

Job title: Strategic Project Manager

Responsible to: Associate Director of Advice, Training and Information

Duration: FTC to 31 March 2026 with possible extension for 1 year

Location: Home-based or hybrid (based in Kinship's Vauxhall Office, London) with national travel

Working Hours: 3 days a week - 21 hours (we offer flexibility so that you can fit your job around your home life - which is really important to us).

Salary: £50,000 full-time (£30,000 for three days per week including London weighting)

Direct reports: None

Leave allocation: 30 days annual leave, plus bank holidays pro rata for part time hours (1 April to 31 March).

We close for three days between Christmas and New Year, which will be deducted from your annual leave allowance.

About Kinship:

We are Kinship. The leading kinship care charity in England and Wales. We're here for kinship carers – friends or family who step up to raise a child when their parents aren't able to.

We are made by and for our community of kinship carers. Like family, relationships run deep. And we hear their experiences; for too long they have been isolated without the help they need.

We support, advise and inform kinship carers. Connecting them so they feel empowered.

Because a child needs the love and warmth of a thriving family.

We develop research, campaigns and policy solutions. Creating positive change across society.

Because for kinship families, love alone is not enough.

Through our work we harness frustrations to fuel passion for change. And tough experiences to inspire ideas that transform lives.

And as we see momentum building, we keep using evidence to demonstrate the value of kinship care. Helping kinship carers navigate challenging circumstances. Believing in a child's potential.

Join us. Together, let's commit to change for kinship families.

About the team:

You'll sit in the Services and Digital Department. Our department comprises of the Training, Advice, Peer Support, Programmes, Database and Digital & Content teams.

You'll be joining a growing organisation where you'll have brilliant opportunities for personal development and training to support you in your role.

About the role:

We're seeking an exceptional and experienced project manager to deliver a pivotal role within our ground-breaking national Kinship Training and Support Service, funded by the Department for Education.

This is our largest contract representing around 40% of our turnover, and this role is key to enabling our organisational activity. You will need to be comfortable with the associated level of accountability to ensure targets are met. The service offers over 300 online and in-person training events and workshops per year, tailored to meet the specific needs of kinship carers. We need to ensure at least 4,600 kinship carers attend.

You'll be accountable for successful project delivery, working with executive project sponsors (Chief Operating Officer and Services and Digital Director) and workstream leads (Associate Directors and Heads of departments) to deliver KPI's to deadlines, escalating and managing risks early.

The type of person we're looking for:

You'll have extensive experience in successful delivery of complex projects that include multiple workstreams and a range of internal and external, technical and non-technical stakeholders. Through your experience of planning, monitoring and controlling project delivery, you'll quickly set up the necessary systems and processes for success.

You'll bring **strong leadership** and communication skills to designing and implementing integrated plans, agreeing deliverables and ensuring accountability. You will need to own this programme of work, and you will need to **move at pace**. You'll interpret needs effectively, ensure clarity of roles and responsibilities and build project management capability. You'll have a **solutions-focused approach** and naturally motivate and inspire others to get things done.

The team work remotely, but there is the option to work from our office in London.

This role will require flexibility for occasional travel in England and Wales.

What you'll be doing:

Key responsibilities:

Project governance

Work closely with project sponsors, steering group and core team to:

- Define and document project activity and plans.
- Be accountable for delivery of the project KPIs.
- Ensure robust governance and fully documented decision making
- Ensure the service is aligned to Kinship's wider offer, maximising support for kinship families.
- Ensure appropriate delegation, dependency and risk management with clear task assignment and deadlines.
- Monitor progress and ensure key milestones and performance indicators are met on time and to budget.

Project management

- Use a flexible and collaborative approach to set up, deliver and mobilise ensuring delivery of vision, aims and objectives.
- Ensure full project documentation, robust initiation and effective management and processes ensuring key activity is on track.
- Quickly build detailed project and workstream plans on our project management tool (Asana), ensuring clear roles and responsibilities and supporting colleagues to use the tool effectively.
- Mitigate risks, including scope creep.
- Promote, support and role model a project management approach, coaching colleagues to adopt this approach.

Delivery management

- Manage multi-department core team including consultants and agencies ensuring they are motivated, collaborating and working well.
- Set up and implement processes and procedures for successful delivery
- Support and work with all the workstream leads and deliver integrated plans across the service, focusing teams on what is most important for delivery to meet targets.
- Remove blockers or impediments and develop plans for difficult situations
- Use data to inform planning, managing complex internal and external dependencies and meet targets.

- Encourage and facilitate continuous improvement of the delivery team
- On a day-to-day basis, ensure the flow of delivery team outputs.
- Ensure delegated project budgets are managed effectively.

Communications

- Listen to and interpret the needs of technical and business stakeholders.
- Effectively manage stakeholder expectations.
- Create an internal communications plan.
- Manage active and reactive communication.
- When required, support or host difficult discussions in the team.
- Support internal communications, producing weekly updates, project dashboards and setting up regular show, share and asks, ensuring project is well understood and that opportunities for collaboration are maximised.
- Provide effective support for project meetings and governance structures.

Reporting, business processes and risk management

- Establish project documentation across initiation, planning, execution, monitoring and controlling, and closure.
- Setup and produce reports as required for delivery, management, board and funding purposes.
- Identify and challenge organisational processes that are overly complicated.
- Set up systems for project teams to embed and manualise projects developing processes, training materials and toolkits.
- Set up systems and reporting framework collecting key performance measures based on funder needs working with project sponsors.
- Document risk management linking with strategic risk register as needed.
- Keep project on track resolving challenges and blockers, reporting any inconsistencies and escalating issues appropriately.

Team culture

- Act in the best interest of Kinship and the families we support.
- Maintain and contribute up-to-date understanding of kinship care.
- Deliver effective administration with attention to detail and meeting deadlines.
- Actively contribute to delivering and evidencing a high performing service.
- Take responsibility for your ongoing continued professional development.
- Work in line with the Kinship values.

Knowledge, abilities, skills and experience:

Essential:

Knowledge:

- Project Management qualification or commensurate experience.

Experience:

- Extensive project management experience in planning, documenting and managing complex project set-up and execution and monitoring performance through the project lifecycle.
- Significant working experience of successful project delivery through effective management of risks, costs, time and milestones.
- Significant experience leading and holding project and delivery teams to account.
- Significant experience in evidence-based practice and embedding user research and feedback as part of project plans.
- Experience of project management platforms tools, ideally including Asana.
- Experience of using Salesforce or similar CRM to set-up and manage project KPIs as part of service level agreements.
- Experience of reporting at delivery, management, board and funder level.
- Proven experience of ensuring outcomes and impacts of services / projects are evidenced through high quality data collection.

Abilities:

- Ability to influence others, communicate effectively and build collaborative and productive relationships, internally and externally.
- Ability to think creatively and constructively challenge.
- Proven ability to interpret and transmit the needs of the technical and non-technical teams.
- Proven ability to develop and maintain internal systems to store information compliant with all legislation and good practice.
- Ability to work under pressure and adapt to changing circumstances and thrive in a fast-paced environment.
- Ability to solve issues quickly, efficiently and creatively.
- Ability to advise others on project management methodologies and approach.
- Logical, methodical, analytical and with a good eye for detail.

Skills:

- Self-starter who can take the initiative and shape projects.
- Impressive time management and organisational skills.
- Excellent writing and communication skills.

- Great interpersonal skills to build strong relationships with people and to motivate and lead others.
- High level of data literacy and confident using technology to help us to be better in our processes.
- Excellent administrative skills and attention to detail.
- Excellent IT user (full Microsoft office tools, Salesforce, Notion, Asana).

General characteristics and attributes:

- A real commitment to equity, diversity and inclusion within your role.
- A respectful approach to working with people from a range of backgrounds.
- Understanding of safeguarding particularly around vulnerable families.
- Commitment to the values, aims and objectives of Kinship.
- Flexible and willing to travel for work across England.
- Excellent written and spoken English.
- Permission to work in the UK.

Desirable:

- Lived experience of kinship care and/or children's social care.
- Experience of business and technical infrastructure project implementation.
- Experience of managing tenders as part of project delivery.
- Experienced in agile delivery techniques and practice.
- Experience of working across two nations (England and Wales).

Your main relationships will be with:

- Associate Director of Advice, Training and Information
- Director of Services and Digital
- Chief Operating Officer
- Other members of the Executive leadership team
- Interim Director of Finance
- Head of Marketing
- Head of Digital and Content
- Advice, Training and Information team
- Database team
- Communications and Marketing teams

- Kinship carers
- Partners and community organisations

What it means to work at Kinship:

Our vision:

A society in which kinship carers and the children they care for are recognised, valued and supported.

Our mission:

To ensure that kinship carers and the children they care for get the support and recognition they need.

"Knowing what you do helps kinship families that really need support.

Staff at kinship are caring, passionate and positive. Colleagues are genuinely nice to work with and care about each other as well as the kinship families we support. We are always innovating to better support kinship carers."

(Staff member at Kinship)

We want to offer you the best place to work. Our people are friendly and incredibly passionate about working alongside kinship carers.

We want you to feel proud to work here and if you join us, we'll do our best to make that happen.

Our Kinship values:

Be bold

We fight for what's right with focus and determination

- Be driven by evidence and deliver quality
- Innovate bravely, fail fast and learn quickly
- Challenge constructively to move us forward



Be stronger together

We see the bigger picture of our work and value collaboration to drive impact

- Recognise and value the part everyone plays
- Bring different strengths and expertise together with purpose
- Ask whose voice and experience may be missing



Step up

We all take responsibility for changing lives and changing the system

- Actively seek and share knowledge
- Step in with ideas and solutions
- Ask for and give honest feedback



Put people first

We care about each other and create spaces where people feel they belong and can thrive

- Bring people together to share experiences and celebrate success
- Listen with curiosity not judgement
- Support with understanding and compassion



Equality, diversity and inclusion:

Kinship is committed to championing equality, diversity and inclusion. We believe our work is greatly enhanced by the varied backgrounds, experiences and views represented within our teams. We aim to create inclusive teams, celebrate differences and encourage everyone to join us and be their true self at work.

We therefore encourage applications from anyone who fits our values, whatever their religion or belief, sex, gender identity, race, age, sexuality or disability and are actively seeking candidates that can bring real innovation and commitment to us.

Candidate application information:

Please refer to the job description for this role to check that you meet the criteria in the "knowledge, skills and experience" section that are necessary for the job.

We will guarantee interviews to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined in the job description.

Please tell us if there are any reasonable adjustments, we can make to assist you in your application.

If you have a disability, which you would like us to take into account, please tell us about this when you apply. Please let us know if we can help and remember that you can request information in large print or in a different format.

How to apply:

Any applications arriving after the closing date will not be considered for shortlisting unless there are exceptional reasons.

Kinship reserves the right to close a recruitment campaign earlier than the advertised where we have received sufficient applications so please apply early!

Please apply for the role of **Strategic Project Manager** by sending a **CV** and **cover letter** (no more than 2 pages) detailing how you match the requirements for the role. Please use examples to demonstrate your experience.

Please include your notice period / earliest availability to start.

Some tips for your application:

- Make sure you've read the job description and the essential requirements – make sure your application reflects those points in the requirements very clearly.

- Tell us why you want to work for Kinship. We're interested in working with people who share our values. You can read about our values above.
- Keep your response clear – use bullet points and short paragraphs if that helps. It will help the recruitment team to focus on your knowledge, skills and experience.
- Don't go over 2 page on your covering letter.
- Please do not use AI tools like ChatGPT to produce your answers. We use software to check, and your application will be rejected if you do.

Key dates:

Apply:	Via Charity Jobs
Application deadline:	Monday 31 March, 10 AM.
First interview:	Online - starting from Thursday 24 March
Second interview:	In person - starting from Monday 31 March

Kinship reserves the right to close applications early on receipt of sufficient applications. Apply early!

If you would like further information or an informal chat about this role, please contact **Shirley Jones** (Associate Director of Advice, Training and Information)
E: shirley.jones@kinship.org.uk

Conditions of employment and what we offer:

Working hours:

The working week is currently 35 hours per week from Monday to Friday. These may be varied by agreement with your line manager. For some roles, there will be occasions when these hours are exceeded for example some weekend working or a requirement to attend evening meetings. In such circumstances and in agreement with your line manager you may take reasonable time off in lieu. Overtime is not paid.

Holidays:

- 30 days annual leave, plus bank holidays (1 April to 31 March) pro rata.
- We close for three days between Christmas and New Year, which will be deducted from your annual leave allowance.

Flexible working:

Kinship will consider applications for flexible working arrangements. Kinship will enable as many jobs to be open to job sharing as is operationally practicable.

Learning and development:

A key part of our People Strategy is to continue to develop and enhance the learning experience during your time at Kinship, and we are proud to offer many learning opportunities.

Health and wellbeing:

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Wellbeing Action Plan for each staff member.
- Wellbeing Wednesdays
- Charity Worker Discount

Travel:

For this role, there is a requirement to occasionally travel across the nations (England and Wales). There may also be, on occasion, the need for overnight stay. Reasonable travel, subsistence and hotel expenses will be covered using the Charity's expenses procedures.

Pension scheme:

All staff will automatically be enrolled into a Group Personal Pension Scheme as part of our requirement to meet automatic enrolment legislation. According to the statutory requirements. We use Nest Pensions. Current employee contributions are 5% and we will contribute 3%.

Probationary period:

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All new employees will be required to undertake a period of probation for six months, in which time you will be expected to establish your suitability for the post.

Community:

- Employee resource groups (including Equality, Diversity and Inclusion Working Group and Wellbeing Committee).
- Staff away days.
- Regular social activities online and in person.

Our recruitment process:

As a charity we want to hire the best people to support our vision and mission. People who are values led, high performing and passionate about doing their best for kinship carers.

We will **guarantee interviews** to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined.

We welcome applications from people from all sections of the community, irrespective of race, colour, sex, gender identity, age, disability, sexual orientation, religion or belief.

Kinship is committed to attracting, developing and retaining a diverse workforce, with a broad range of backgrounds, experiences and perspectives, and we encourage applicants from those groups currently under-represented in our organisation and sector.

Standard clauses:

- This role will require satisfactory Disclosure and Barring Service (DBS) clearance.
- The post holder must at all times carry out their responsibilities with due regard to Kinship's Equal Opportunities Policy and Safeguarding Policy.
- Salesforce is our customer relationship management system (CRM) and all staff are expected to take accountability and responsibility for using it successfully as part of their day-to-day role to support the growth and impact of Kinship and better services for kinship carers.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- The post holder must carry out their responsibilities with due regard to the non-smoking environment of all Kinship offices.

Note:

This job description is not exhaustive. Kinship reserves the right to add to or revise the job description at any time - the post holder may be required to undertake any other duties that fall within the nature of the roles and responsibilities as detailed in this document.

Any substantial or major changes will be negotiated with the post holder.