



<b>Job Title</b>	Programme Manager
<b>Salary</b>	£37,000 pro rata (£26,000)
<b>Hours of Work</b>	25 hours
<b>Accountable to</b>	Head of Community Programmes
<b>Responsible for</b>	Admin Assistant, Business, Employment & ESOL Coaches
<b>Liaison with</b>	Colleagues in Community Team, Facilities staff, The National Lottery Community Fund (TNLCF)
<b>Job Purpose</b>	To oversee the delivery of The Abbey Centre's Women off to Work (WoW) programme, managing a team to ensure positive outcomes for women from predominantly Global Majority communities seeking employment by meeting agreed targets within budget and embedding service user voice into delivery.

### **Specific responsibilities**

#### *Staff and volunteer management*

- Motivate and manage the WoW staff and volunteer team
- Ensure that staff and volunteers are recruited, inducted, trained, supported and managed in line with best practice
- Provide all direct reports with six-monthly performance and learning/development objectives, six-monthly appraisals, regular formal supervisions and regular weekly one-to-one meetings, in line with the Abbey Centre's staff appraisal system

#### *Finance*

- Monitor the WoW budget by developing and maintaining accurate financial forecasts, anticipating potential budget variances and proposing corrective actions when necessary.
- Provide budget updates to the Head of Community Programmes in a timely fashion for the production of monthly management accounts.

#### *Project Management*

- Lead on the recruitment of participants through the advertisement of the WoW project both to existing Abbey Centre service users and externally to those who are not yet known to us.



- Develop and manage relationships with referral and delivery partners.
- Organise a timetable of 1-2-1 and group sessions covering English language skills, soft skills, employability, job-search applying for jobs and preparing for interviews, and setting up micro-businesses. Deliver some of these sessions as appropriate.
- Conduct risk assessments for all activities.

#### *Service User Voice*

- Establish and facilitate a steering group made up of service users that meets on a regular basis.
- Ensure that insights gathered from the steering group are embedded into service delivery.

#### *Monitoring and Evaluation*

- Oversee the collection of service user data and outcomes on our CRM system, Upshot.
- Use data to risk manage and make informed decisions regarding project delivery.
- Prepare monthly and end of year reports on the project's progress and performance against agreed targets.
- Work with the Head of Community Programmes to establish the evaluation processes for the project using a mix of qualitative and quantitative data.

#### *Other Responsibilities*

- Undertake any other related responsibilities commensurate with the evolving objectives of the post as may reasonably be requested by the Head of Community Programmes.
- Work with due regard for The Abbey Centre's core values and objectives.
- Ensure the effective implementation of and adherence to the Abbey Centre's staff policies and procedures, in particular Equal Opportunities, Health and Safety and Safeguarding policies.

#### *Personal & Professional Development*

- Participate in The Abbey Centre's Management and Appraisal process, and agree short, medium and long term goals with line manager.
- Share best practice and achievements and actively seek opportunities to present outcomes and case studies.



- Contribute to the learning of others across the organisation by sharing knowledge and skills.

<b>Person Specification:</b>	<b>Applicati on</b>	<b>Intervi ew</b>	<b>Essential / Desira ble</b>
<b>EXPERIENCE</b>			
Demonstrable knowledge and experience of delivering community-based projects and community engagement, including budget management	✓	✓	E
Experience and understanding of service delivery and service development which address employment and employability needs (or similar) within Global Majority communities	✓	✓	E
Experience of community development and capacity building in culturally, ethnically, and religiously diverse communities; particularly engaging with communities' experience barriers to engagement	✓	✓	E
Experience of managing, supporting, and developing staff	✓	✓	E
Knowledge and understanding of co-production principles and using this to embed service user voice into service design and delivery	✓	✓	E
Experience of managing data for monitoring purposes	✓	✓	E
<b>SKILLS AND COMPETANCIES</b>			
Ability to lead and inspire a staff team and work with other staff members, supporters, volunteers, service users and suppliers and relate to them in a sensitive and professional way consistent with equalities principles		✓	E
Ability to identify and meet the training and development needs of direct reports		✓	E

Ability to develop, adhere to and optimise use of corporate policies, procedures and systems		✓	E
Good verbal and written communication skills	✓	✓	E
Understanding and commitment to delivering excellent customer care in a service environment		✓	E
Excellent networking skills with the ability to build effective partnerships	✓	✓	E
<b>VALUES AND ETHICS</b>			
Be aligned with The Abbey Centre's values of being dedicated, collaborative, welcoming, responsive and adaptable		✓	E
A good team player		✓	E
A commitment to focusing on people's strengths		✓	E
Accurate, efficient and able to prioritise and manage own time effectively		✓	E
Willingness to support own and others' continuous personal and professional development.		✓	E
Ambition to develop, learn and grow, with a desire to take on additional responsibilities in time		✓	E
Good instincts for setting own workload, with the ability to know when to ask for support and guidance		✓	E