

Ahead Partnership

Programme Manager – Public Sector

Job Description (Fixed Term Contract / Permanent)

Programme design, delivery and management

- Accountable for the discovery and design phases of programmes, using consultancy skills to identify needs, confirm requirements and outcomes and translate the brief into a carefully considered scope of work that can deliver the desired impact and results.
- Accountable for the successful planning and delivery of different programmes of work including; creating delivery plans, creating, managing and leading delivery teams, and delivering great outcomes for all those that are involved
- Accountable for reporting on programme KPIs both internally and externally
- Support all members of the programme team as required –through coaching or mentoring
- Accountable for the effective and timely recruitment and management of external volunteers, education or other external partners that are required to deliver successful programme outcomes
- Responsible for leading, running, facilitating and presenting at events to large audiences where appropriate
- Responsible for managing internal strategic programmes as may be required

Client service Excellence

- Accountable for managing our public sector client relationships and building long-term trusted relationships with our clients and stakeholders by exceeding client expectations
- Ensure that exemplary client service is delivered by all members of the programme teams, ensuring that there are clear lines of communication across all members of the team as well as clearly understood areas of responsibility and accountability.
- Being client-centred at all times - putting the client's objectives at the heart of our programme design and delivery
- Respond to the needs of clients and prospects with an innovative and considered approach
- Accountable for resolving delivery-related challenges with clients
- Communicate with other members of the team on client-related issues to optimise results

Creativity and evaluation

- Play a lead role in the creative development and design of programmes that will meet our clients' needs and provide opportunities to innovate
- Ensure programmes are supported by robust and effective evaluation frameworks that are fully aligned both to the clients' objectives and to our own social mission

People

- Play a lead role in developing and embedding a culture which champions and demonstrates our values across our internal and external team
- Develop and share learning across the team – via induction, training, identifying best practice and developing training resources, best practice templates and case studies

- Manage performance and promptly address any issues which compromise the successful delivery of programmes, escalating as appropriate

Finance

- Responsible for financial performance of programmes, ensuring they are delivered to budget and reviewing, managing and reporting on financial performance on an ongoing basis
- Accountable for contracting and invoicing on the programme portfolio
- Responsible for ensuring that timely payment is made of invoices for all programmes under your management.

Profile / Reputation

- Responsible for building a best-in-class reputation through excellent client service and supporting the marketing team on relevant campaigns
- Provide impactful, data-evidenced content and case studies
- Liaise with clients to secure and manage their involvement in marketing and BD efforts

Impact and Evaluation

- Accountable for implementing robust evaluation frameworks
- Accountable for gathering data from internal and external partners to enable data-driven reporting that evidences the impact of programmes on everyone involved
- Accountable for creating approaches that identify and deliver long-term outcomes

Other

- Undertaking other duties as requested to support the business
- Ensuring programmes have a strong social value and best support our communities to achieve change and stronger futures together
- Embed our culture by living our values and challenging behaviour which does not align to our values.

Housekeeping

- Working hours – a standard full-time week is 37.5 hours, with flexible start and finish times.
- The role is based in **Leeds**, however, there will be travel and client delivery across the UK. This could include overnight stays as required (with reasonable notice provided).
- There is a requirement to be in the office a minimum of 2-3 days per week. Beyond this, flexible working and other arrangements happily considered.
- Flexibility on your part will be expected and unsociable hours may be required.
- It is necessary to have access to a car and a full clean driving licence as delivery on programme may be in locations that are hard to access through public transport
- All staff are required to undertake a Criminal Record Bureau/DBS check upon joining.

About you

You will be passionate about our mission, getting involved in new and exciting opportunities and using creative thinking to best meet client needs. The ideal candidate will have as much of the following experience and skills as possible:

Ability to think strategically

- Have the ability to think strategically and see the big picture and play a lead role in the implementation of strategy

Consultancy and advisory

- Experience of delivering B2B services successfully in a client-centred, holistic way
- Experience in helping clients to define their requirements and desired outcomes
- Ability to work in agile and flexible way to meet evolving needs and circumstances
- Experience in designing and delivering customised solutions for clients' needs

Contract management and delivery

- Experience of managing and reporting on public sector skills contracts with young people
- Experience of overseeing and managing large complex projects to tight time scales and deadlines
- Experience of using relevant tools systems and processes to effectively manage large complex public sector projects to ensure their successful performance and delivery
- Experience of managing budgets, finances, resources and team capacity to ensure optimal delivery of public sector skills programmes

Programme analysis and reporting

- Understanding of public sector funding and reporting and contract management requirements
- Experience of capturing (including data analysis and reporting) and demonstrating the quality of interventions for all stakeholders involved i.e. Young people, education partners, business employers, the public sector, and volunteers
- Experience of collating and analysing large volumes of data and producing meaningful and relevant quantitative statistics and qualitative feedback

Programme design and Continuous Improvement

- Programme design experience to ensure alignment with funder requirements
- Able to demonstrate capture use and process and systems changes from learnings and continuous improvement
- Ensuring aims of funding are delivered, objectives are met and outcomes can be demonstrated, ideally with experience of "Theory of change" and impact reporting

Attitude and behaviour

- Solutions focused - able to anticipate challenges and demonstrate proactive thinking
- Knowledge and experience of how to manage public sector partners e.g. when it is appropriate to chivvy and chase and when it is not

External

- Able to demonstrate experience of effective business employer management and communication to ensure excellent employer engagement and support
- Strong network of business employer and public sector contacts

People

- Team and people management experience
- Able to oversee and build teams
- Experience of management, leadership and development of teams

Highly Organised

- Organised, consistent and methodical approach to developing and managing projects including proven ability to meet deadlines
- Excellent attention to detail
- Able to effectively prioritise work to ensure urgent and important deliverables are met

Self-driven and resilient

- Self-driven starter-finisher, working independently and delivering excellent results with minimal supervision

Confident and Effective Communicator and Presenter

- Clear and articulate communicator - able to adapt communication to a variety of audiences including stakeholders, corporate clients, schools, and young people
- Prudent and professional approach to all kinds of written or verbal communication
- Comfortable giving and receiving feedback on creative and other work
- Confident presenter and facilitator
- Able to simplify and concisely articulate the complex
- Confident pitching for new work in formal and informal settings

Flexibility and responsiveness

- Ability to be flexible and responsive to business needs, which often can be urgent.
- Can-do attitude and solutions focused
- Willingness to take on additional duties, travel and work unsociable hours when required to deliver or secure work
- High personal standards - always strive to improve and exceed expectations

IT skills

- Confident using design software and tools such as Miro, Canva, In-Design
- Strong Microsoft Office skills
- Comfortable with computers and IT systems

Applying for the role

Please send your CV and covering letter / email to recruitment@aheadpartnership.org.uk

Don't meet every single requirement? Studies have shown that some groups of people are less likely to apply to jobs unless they meet every single qualification. At Ahead Partnership we are dedicated to building a diverse, inclusive and authentic workplace, so if you're excited about this role but your past experience doesn't align perfectly with every qualification in the job description, then Ahead Partnership encourage you to apply anyway. You may be just the right candidate for this or other roles.