

Role description

Programme Manager (Fixed Term)

Hours and location	Full time, based from home, with occasional on-site activity and UK-wide travel
Salary	Commencing on £54,000 per annum, rising to £55,000 per annum on successful completion of 6-month probation (subject to experience)
Management responsibilities	1 x 1FTE Programme Co-ordinator, 1 x 0.4 FTE Communications Lead
Reports to	Reports to Programme Lead for Children and Young People, connecting with the Director of Resources for contractual, legal and technical elements of the role.
Benefits	30 days annual leave per annum plus bank holidays, generous workplace pension scheme with enhanced employer contribution, supportive and family-friendly approach to flexible working. Access to support for learning and development and wellbeing perks

About NDTi

National Development Team for Inclusion (NDTi) has been working with communities, government, health, and social care professionals for over 30 years to ensure that people with disabilities of all ages are given choice and control over their own lives.

Our organisation exists to make change happen by celebrating what's possible, supporting changemakers and building self-determination. Our work always focuses on wider life outcomes. We want disabled and older people to enjoy the same life course and opportunities as everyone else – education, paid work, a place of their own, fulfilling personal relationships and a chance to contribute to their communities.

Our vision



At the heart of everything we do is our belief in a society where **all people**, regardless of age or disability, **are valued** and able **to live the life they choose**.

We believe that all people should have choice and control over their own lives, that their human rights be respected and that they are valued as equals.

Our vision is shared by our members, our people, our partners, and the people who fund or commission our work.

Purpose of the role

The Programme Manager is responsible for operational and strategic oversight of the Department for Education (DfE) funded **Internships Work Programme**, including its multiple delivery and activity areas, relationships between consortium partners, monitoring and reporting, oversight of grant distribution and management of project teams.

The role acts as the bridge between the administration and objectives of the Internships Works programme and its delivery. The Programme Manager will oversee the successful management, co-ordination, planning and execution of the programme, in line with contractual obligations and best practice. They will be a skilled negotiator, able to interact professionally and effectively with government departments, local authorities, partners and wider stakeholders. They will have exceptional organisational and planning skills, being able to juggle a range of demands and priorities.

With some travel and working hours at times outside the normal 9-5, this is a demanding but incredibly rewarding role in a flagship national programme at the heart of change. As the programme continues to evolve this is a truly exciting opportunity to be part of shaping and delivering work that is able to evidence significant positive impact for young people and employers.

Key activities

The Internships Work Programme Manager will:

Programme management

- Coordinate and manage the programme as a whole, working with partners, delivery teams and other stakeholders to develop and deliver against detailed implementation plans
- Put in place effective project management systems, protocols, processes and documentation supported by robust risk protocols and controls to schedule and report against key deadlines, milestones, outputs and contractual obligations
- Ensure the Internships Work Project Board has the information needed to make sound judgements on the programme and observe good governance
- Collaborate with the delivery team to develop, maintain and review processes for monitoring performance against scope, timelines and plans, budget, quality assurance in line with contractual and supplier contracts
- Ensure effective delivery of the contract in accordance with parameters defined within it, including:
 - Managing and co-ordinating the delivery of the programme to agreed objectives
 - Producing and monitoring plans for delivery

- Developing and managing core project systems, protocols and documentation
 - Lead and deliver effective administration of the local authority grant programme, ensuring controls and due diligence checks are in place and followed
 - Reporting relating to progress, risk management and issue identification
 - Management and control of programme budgets and resourcing
 - Effective and supportive supplier and partner Management
 - Facilitating decisions and making recommendations about the prioritisation of programme requests within area of responsibility
 - Influencing and challenging the Consortium to drive necessary plans and outcomes
 - Managing a variety of stakeholder expectations within all levels of the business: programme board / executive / senior management / operational / partners
 - Managing programme uncertainty and understanding the impacts of this on the programme and responding accordingly
 - Troubleshooting areas of conflict in the programme
 - Working with partners and stakeholders to ensure relevant contributions are being made and building good working relationships with different functions and teams across NDTi
 - Utilising best practice tools and techniques to aid planning, reporting, communication and understanding, ensuring project documentation is fit for purpose
- Contribute to further shaping and developing the Internships Work Programme
 - Ensure that the impact of the Internships Work Programme is captured, evidenced and shared and that it informs and shapes the promotion and development of supported internships and wider employment opportunities nationally
 - Remain updated on technical and professional knowledge through self-directed learning and development opportunities, promoting continuous improvement across NDTi by sharing project management tools, practices and approaches used and developed with other teams
 - Gather information, create solutions, present, and implement action plans as the situation demands. Analyse and present management information in an engaging and meaningful way
 - Ensure that the Programme develops and maintains a reputation for high quality content and delivery of support

Relationship management and representation

- Be the key (lead) point of contact for the programme with the DfE, liaising with individuals and teams within that organisation to agree plans and timescales
- Lead the programme and provide a high level of support to delivery partners, working flexibly to support our teams commitments
- Provide effective problem solving and dispute resolution with DfE, partners and delivery teams
- Ensure NDTi is presented as a values-driven, innovative and high-quality organisation that is up to date with policy and practice and delivers effectively
- Support Internships Work Programme team members in the national representation of the programme as required

Management responsibilities

- Demonstrate good leadership and adopt a consultative and collaborative approach to the management, co-ordination, and performance of direct reports and delivery team members
- Engage and motivate team members to excel in their roles through supportive practices and inclusive team development activities, whilst encouraging independent and autonomous working
- Encourage diversity of ideas, opinions, and approaches, seeking support by working in an inclusive and collaborative way
- Ensure learning and development needs within the team are explored, understood, and supported through induction arrangements, regular 1:1 sessions, performance reviews and team meetings
- Oversee and support the work of NDTi associates, promoting their inclusion in the organisation, facilitating mutual learning opportunities and ensuring working practices meet the standards and approaches outlined within the Associate Handbook
- Progress recruitment and induction of associates to ensure the associate 'pool' for the Programme consists of diverse, talented people with the skills, knowledge and competencies required by NDTi
- Contribution to the Children and Young People's team to support the growth, development and success of the team

Organisational and wider responsibilities

- Support Programme Lead's in securing and developing new contracts as part of the growth of the work as required
- Represent NDTi positively in every interaction, promoting NDTi's mission and reinforcing a positive profile and reputation of NDTi

- Contribute to the organisational life of NDTi through being a positive and supportive colleague and an active participation in NDTi meeting, sharing and learning events
- Contribute to working groups focusing on key aspects of the organisation or our work as required
- Represent NDTi as appropriate with a wide range of stakeholder groups, local and national bodies and organisations
- Ensure organisation systems and process requirements that support business and financial operational management of NDTi are followed, adhering to all aspects of the Staff Handbook and relevant policies and procedures
- Undertake any other reasonable requirements of the organisation in line with the purpose and spirit of this job description, as agreed with line manager

Our Values

Our values bind us together in the pursuit of change that leads to better lives. Our values are worn on our sleeves, fiercely held, and demonstrated through our behaviours and the way in which everyone at NDTi individually and collectively operate.

As Programme Manager you will ensure that all activity is delivered in line with NDTi's vision and purpose and that all actions reflect the values, spirit and intent of NDTi's mission.



- We drive inclusion enabling voice and opportunity for equal lives
- We are reliable keeping our word and acting with integrity and authenticity
- We are open and honest about what needs to change and how
- We act with humanity in our work and relationships with the people we work with and for
- We are curious pioneers always looking to creatively learn and improve
- We create impact contributing towards better lives in our communities

Person specification

Essential (e) and desirable (d) personal attributes and core competencies for this role.

Subject knowledge and experience

- Comprehensive knowledge of project and programme management principles such as Prince 2 or PMP and/or Managing Successful Programmes (e)
- 3 years of experience successfully managing high profile, complex and large-scale, multi-agency projects in the public or private sector within employment, social care, education or health (e)
- Demonstrable experience of developing and using effective programme and project management approaches, techniques and tools, including risk management, process improvement, assurance or audit (e)
- Demonstrable experience of changing systems, culture and practice to achieve improved outcomes for people and/or social impact (e)
- Experience of working in partnerships with a range of other organisations and parties, including government departments and with lived experience of social care (d)

Values and behaviours

- You will share our commitment, values and belief in [NDTi's mission](#) (e)
- You will demonstrate, understand and apply our workplace values of driving inclusion, being reliable, open and honest, acting with humanity, and being curious and commit to work and act in ways that positively reinforce NDTi's values & behaviours framework at all times. You will challenge behaviours and attitude that serve against NDT's values and inclusive culture (e)
- You may have personal experience of health or social services or being a family carer for someone with experience of using them that you bring to your role with NDTi (d)

Core competencies and personal attributes

- Thorough understanding of project management techniques and methodologies (e)
- Excellent knowledge of performance evaluation and change management principles (e)
- Excellent communication, planning and organisational skills (e)
- Ability to lead, engage and motivate individuals and high performing teams (e)
- An inclusive approach to involving others in discussions, respecting diverse views and perspectives whilst always promoting the values that underpin a strengths-based approach (e)
- Anticipates clients' and stakeholders needs and proposes sound proactive business solutions, demonstrating well developed problem-solving abilities (e)
- Advanced knowledge of Microsoft Office (including Teams), collaboration platforms, programme/project management software, together with a commitment to mastering new technologies that enhance delivery and communication (e)