



St Hilda's East is a vibrant, multi-purpose community organisation providing a wide range of life-changing services and opportunities for local people of all ages experiencing social isolation and economic disadvantage – pre-school activities and youth projects, support for older people, legal advice, a food co-operative, volunteering and training placements.

Founded in 1889 by the Guild of the Cheltenham Ladies' College, we now work across 2 sites within the London Borough of Tower Hamlets – our large community centre in Shoreditch and our Day Centre for older people serving the diverse community of Shadwell.

See www.sthildas.org.uk for more information.

JOB DESCRIPTION

JOB TITLE:	Head of Programme Development
REPORTS TO:	Director
MANAGES:	Service delivery teams (including Day Centre Manager, Children & Young People's Programme Manager, Adult and Communities Programme Manager, LinkAge Plus Co-ordinator and Feeling Good Programme Co-ordinator)
HOURS:	3 to 5 days per week
SALARY:	£37,000 to £40,000 (pro rata for part-time hours)
ANNUAL LEAVE:	25 days plus bank holidays (pro rata for part-time hours)

Job Purpose:

As a member of the Senior Leadership Team, the Head of Programme Development contributes to strategic decision-making with specific responsibility for leading and managing the development of St Hilda's East's projects and programmes of activities at our community centre in Shoreditch and our day centre for older people in Shadwell. The role involves leading our service delivery teams, ensuring that our services are user-led and responsive to local need, and that we evidence and report on their impact.

Responsibilities:

1. Make positive contributions to regular Senior Leadership Team meetings, getting involved in decision making and problem solving and helping to shape the culture of St Hilda's East so that it is positive and proactive.

2. Collaborate with the Senior Leadership Team and the Funding and Marketing Lead to attract grants, contracts, sponsorship and rental income.
3. Provide leadership and line management support to the service delivery teams, ensuring that staff members' training needs are identified and met, that work plans are in place and monitored, providing supportive and regular supervision, and undertaking annual appraisals.
4. Develop high quality and diverse opportunities for volunteers and interns.
5. Develop partnerships with other agencies and contribute to local networks to enable joint working, to expand our services, and increase the numbers and diversity of people we reach.
6. Engage with the local community to understand needs and aspirations, using a co-production approach to service development and delivery.
7. Promote our services to encourage good uptake and ensure that outreach is undertaken to engage service users who experience disadvantage and marginalisation.
8. Develop a new Impact Framework for St Hilda's East and ensure its implementation.
9. Shape services and develop robust project management systems to enable efficient and sustainable service delivery and the monitoring and reporting of outputs, outcomes and budgets.
10. Prepare reports for both internal use and for external stakeholders which outline progress, outputs, outcomes and impact.
11. Assume responsibility in the role of Deputy Lead for Safeguarding.

General Responsibilities

1. Participate positively in regular supervision, appraisal, and training and networking events.
2. Ensure that all SHE policies and procedures are adhered to, particularly those relating to safeguarding, health and safety, equal opportunities, and the environment.
3. Undertake any other duties that may be required which are commensurate with the role.

PERSON SPECIFICATION

Essential Criteria

1. At least 4 years' experience of successful project and programme management and development.
2. The ability to use IT systems to develop procedures for project management and impact measurement.
3. The ability to implement innovative practice around measuring impact.
4. Previous experience in developing successful applications for grants.
5. Previous experience of line-managing staff to support their wellbeing and achieve their targets.
6. Leadership skills, with the ability to develop and motivate small teams of staff to deliver high quality services during a time of change.
7. Understanding of good practice around volunteer management.
8. Excellent verbal and written communication skills including the ability to represent St Hilda's East at networking events, handle complaints, and write compelling reports.
9. Ability to oversee and implement safeguarding procedures.
10. Ability to manage a busy workload with multiple priorities, balancing the necessity to work at a strategic level whilst also focusing on the delivery of activities.
11. An understanding of the principles of co-delivery and a commitment to engaging and empowering service users.
12. A robust understanding of the differing needs of diverse communities and a commitment to implementing good practice around equal opportunities.
13. Willingness to work flexibly within reason, including evenings and weekends as required.

Desirable Criteria

1. Previous experience in a management role in a social care service.