



**JOB TITLE:** Helping Hands Programme Manager  
**REPORTING TO:** Director of Programmes  
**DIRECT REPORTS:** Three  
**LOCATION:** Head Office, Cheltenham  
**HOURS:** Full time/35 hours per week

## Background

WellChild is the national charity for seriously ill children. We fund programmes and services to care for and support children and young people who are living with serious illness or have complex care needs, and their families.

## Purpose of the Role

The Helping Hands programme provides practical support to families by enlisting the support of teams of volunteers from companies across the UK to tackle improvement projects in the homes of children with exceptional health needs. Projects include bedroom and garden makeovers and take from 1-2 days to complete.

Reporting directly to the Director of Programmes, and leading the Helping Hands team, the Helping Hands Programme Manager is responsible for managing and growing the entire Helping Hands programme across the UK in line with WellChild's strategy.

## Project Team Management

- Line management responsibility for the team's Project Managers and Co-ordinator(s).
- Complete a small number of Helping Hands projects annually, and replace Project Managers at projects when circumstances such as illness or unavailability require.
- Identify and lead on new opportunities to develop and extend Helping Hands activity nationally.
- Regularly review (at least annually) Helping Hands processes, procedures and documentation to ensure that they are fit for purpose and comply with legislation and best practice.
- Overall responsibility to mitigate any risks or issues carrying out risk assessments and by ensuring all projects are legally compliant and in line with best practice in relation to insurance, liability, risk assessment, child protection, etc., seeking guidance from professionals as required.
- Oversee and assist the Helping Hands team to ensure that all Helping Hands projects are effectively managed from inception to completion and to the quality standard expected and budget.
- Deliver a timely and effective application process for new applications that is robust, transparent and works within agreed policies and processes.
- Identify, explore and maximise any collaborative and partnership opportunities including with other organisations and charities.
- Ensure that accurate contact information for companies, volunteers and individual families/beneficiaries using the Raiser's Edge database is maintained.

## Working with partner companies

- Research and identify potential corporate partners to provide volunteers for Helping Hands projects. This includes working closely with WellChild's Fundraising Team to maximize all opportunities.
- Develop, implement and regularly review company volunteer agreements, policies and procedures in line with legal requirements and best practice.
- Contribute to the development of WellChild's overall volunteering strategy including becoming familiar with other volunteering programmes and best practice.

## Working with families

- Work with Head of Family Services and other colleagues to ensure that there is early identification of new families who may benefit from Helping Hands.
- Work with members of the Helping Hands team to ensure that all processes for working with families, children and young people are in line with best practice and WellChild policy.

## Financial management and funding

- Produce, manage and track annual budgets, and take responsibility for Helping Hands-related internal monthly accounting processes.
- Ensure that all internal financial processes and procedures are correctly used by the Helping Hands team.
- Work closely with the fundraising team to help identify potential funders and provide relevant information for fundraising purposes – including attending any fundraising pitches/events when appropriate.

## Networking, PR and communications

- Work closely with the communications team to raise awareness of the programme, and to create promotional materials, other relevant literature and online content.
- Organise/attend networking events in order to reach families, attract volunteers and to raise awareness of the programme.
- Acting as a spokesperson for the programme when required with the media and in communications activity.

## General

- Attend and participate in internal and external meetings, training and development as required – this may sometimes involve travel away from the office and working outside of normal hours.
- Participate in WellChild projects as required
- Attend and participate in WellChild events – this usually involves travel away from the office and working outside normal hours.
- Take all opportunities to promote the work of the charity in order to continually build our network of supporters.
- To undertake other duties as may be requested by Director of Programmes and/or SMT as WellChild's work develops and new needs emerge.
- To contribute you to and support other areas of the organisation, particularly during times of peak workload.
- This role will include some travel around the UK and working outside of normal hours.

*This job description is not an exhaustive list of duties but is intended to give a general indication of the range and extent of work to be undertaken; it will vary from time to time.*

# Person Specification

ESSENTIAL	DESIRABLE
<p>Minimum of 2 years programme or project management experience and able to demonstrate excellent project management skills.</p> <p>Able to demonstrate working with and successfully leading a team to deliver projects.</p> <p>Articulate and confident – able to communicate effectively and clearly to a wide range of people.</p> <p>Empathetic and sensitive to a wide range of needs and experiences.</p> <p>Excellent organisational skills with the ability to work under pressure and to tight deadlines.</p> <p>Adaptable – able to think on your feet and adapt to different working environments.</p> <p>Positive ‘can do’ approach to problem solving.</p> <p>Practical DIY skills.</p> <p>Committed and enthusiastic – able to inspire groups of volunteers and work alongside families.</p> <p>Creative – able to develop and implement new ideas.</p> <p>Able to demonstrate strong negotiating and influencing skills internally and externally.</p> <p>Working knowledge of Microsoft Office applications, particularly Word and Excel.</p> <p>Financial management skills, ability to lead on budgets and forecasting</p> <p>Commitment to the goals and beliefs of WellChild.</p> <p>Ability to work in a way that promotes the safety and wellbeing of children and young people.</p> <p>Upholds the charities values, beliefs and culture on keeping children safe.</p> <p>Hold valid UK driving license.</p>	<p>Fundraising/volunteering experience.</p> <p>Knowledge of health and safety requirements, risk assessments etc.</p> <p>Project Management Qualification such as APMP or Prince 2.</p> <p>NEBOSH qualification</p> <p>Demonstrable knowledge and understanding appropriate to the role of safeguarding legislation and guidance.</p>