



JOB TITLE: Director of Programmes
REPORTING TO: CEO
DIRECT REPORTS: Five
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 position of Director of Programmes is a critical role within WellChild, reporting to the Chief Executive as a member of the Senior Management Team (SMT) and contributing to the strategic and operational management of the charity. This role requires an established leadership profile and a track record of overseeing a wide variety of programmes.

In particular, this role will have responsibility for the day-to-day management, design, delivery and on-going strategic development of the majority of the organisation's direct charitable programmes and projects. This post has management responsibility for a team of approximately six staff.

Main areas of responsibility

1. Senior Management Team

The Senior Management Team (SMT) comprises the Chief Executive, the Director of Communications & Engagement, Director of Operations, Director of Fundraising and the Director of Programmes. Alongside the Trustee's The SMT is responsible for the strategic and operational management and leadership of the organisation to ensure that WellChild's activities, development and structure support and maximise our charitable aims and objectives.

As part of the Senior Leadership Team, proactively develop and lead on enabling the organisation to deliver a wide range of programmes of work to the highest of quality and lead on our own internal evaluation, helping the organisation to understand how and where its own work is contributing to positive change for our service users and families.

Able to navigate with agility between the strategic big picture and the detail of individual projects, deliverables, and relationships.

Ability to spot and make connections between current areas of work and changes to external policies and practice and the opportunities they could present for WellChild.

2. Lead on the management (including financial), development and evaluation of existing WellChild programmes, services and campaigns (in conjunction with Director of Comms & Engagement) including:

WellChild Nurse Programme

- Take responsibility for building and maintaining positive relationships with the WellChild Nurse network and the senior staff involved with those posts at local level.
- Ensure that all WellChild Nurse application, recruitment, contract, and reporting processes are carried out successfully.
- Explore the creation of new and innovative WellChild Nurse models.

WellChild Better At Home Training Programme

- Identify new areas around the UK for the introduction of these projects – and create a new network to allow for the development of the wider WellChild training programme.
- Ensure that the application, recruitment, contract, and reporting processes are carried out successfully.
- Put in place new reporting & evaluation processes for this programme.

WellChild Helping Hands Programme

- Work with the Helping Hands Programme Manager to regularly review Helping Hands processes, procedures and documentation to ensure that they are fit for purpose and comply with legislation and best practice.
- Ensure 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.
- Ensure that the Helping Hands Team are supported in effectively managing projects from inception to completion and to the quality standard expected, and that the application process is robust, transparent and works within agreed policies and processes.

3. Network

- Take the lead in developing, facilitating and managing relevant stakeholder panels and groups.
- Identify and develop relationships with new and existing key stakeholders to promote and maximise the charity's external profile in the wider children's health and social care communities and identify opportunities for collaboration.
- Act as WellChild representative on any relevant external child health initiatives or new consultative/working groups.
- Identify opportunities for the development of new initiatives/projects with other charities and organisations.

4. Policy

- Work alongside the Director of Communications and Engagement on WellChild's children's health policy and campaigning activities.
- Understand and act on guidance provided by external professional organisations to ensure that all programme activities are delivered to a high quality and within the relevant standards of good practice.

5. Organisational

- Take the lead on WellChild programme evaluation, flow of information, and impact reporting both internally and externally.
- Act as WellChild's Designated Safeguarding Lead and ensure robust policies and procedures are developed and adhered to throughout the organisation including ensuring DBS checks are carried out and renewed as required, effective safeguarding training is undertaken for staff and trustees, appropriate safeguarding measures are in place for monitoring and investigating any concerns and a culture of keeping children and young people safe underpins the charity's ethos.
- Ensure all programmes team policies and procedures are compliant with Data Protection legislation and WellChild policy and act as first point of contact for the team for all related queries.
- Play a lead role in the development of new WellChild programmes, services and campaigns – putting key areas of the current WellChild strategy into practice and focussing on new strategic directions.
- Lead and manage the charity's Programmes Team to create detailed work and project plans, enable objectives to be met, and develop the infrastructure of this area of the charity where and when appropriate.
- Be an excellent and empathic manager and leader of people, supporting and empowering your team to grow and deliver with excellence. Your standards will be high, and you will support others to achieve them. Skills and experience in taking a coaching approach to supporting others will be a distinct advantage.
- Lead on the preparation of the Programmes Team budget and forecasting process.
- Work with the Fundraising Team to maximise fundraising opportunities, and ensure that clear information is available to them to assist with their activities.
- Maximise communications/PR opportunities to actively promote the programme activities of the charity.
- Keep up to date with all developments/changes to the law/new requirements for all areas of responsibility.
- To undertake other duties as may be requested by CEO as WellChild's work develops and new needs emerge.
- Act as WellChild's representative at external events and meetings as and when required.
- Project manage one off projects as required.
- This role will involve some travel away from the office 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>Proven track record working at senior strategic level within the health, education, social services public or charitable (or similar) environment.</p> <p>Able to demonstrate recent experience of leading, building, developing, coaching and motivating a multi-functional team.</p> <p>Knowledge and understanding of current issues, policy and priorities within the children’s health sector.</p> <p>Experience working with key decision makers in partner and external organisations, and in building positive networks.</p> <p>Highly developed organisational and project management skills - able to think ahead, prioritise and plan activities.</p> <p>Able to demonstrate understanding and show experience of financial processes including budget management and forecasting.</p> <p>Able to balance and practically respond to a heavy and diverse workload with competing priorities to meet targets and deadlines and sometimes able to work outside of normal working hours to meet the needs of the role.</p> <p>Experience in monitoring and evaluating impact.</p> <p>A fluent and articulate communicator with good listening, negotiating, influencing skills and experience of presenting and public speaking.</p> <p>Enthusiastic, responsive and proactive with a ‘can do’ attitude.</p> <p>Calm and considered – able to think on own feet and act decisively.</p> <p>Able to demonstrate the ability to problem-solve whilst also displaying sound judgement and the ability to see the big picture and appreciate the impact on others.</p> <p>Able to demonstrate a collaborative, working style.</p> <p>Able to demonstrate experience of success in establishing and maintaining successful networks and relationships and identifying and maximising opportunities.</p> <p>Confident and able to appropriately challenge.</p> <p>Able to quickly assimilate, interpret and act on information and situations.</p> <p>Demonstratable knowledge and understanding of safeguarding requirements, legislation and guidance in order to fulfil the Designated Safeguarding Lead role.</p> <p>Able to use Microsoft applications ie. Word, Excel, Outlook to a high level combined with excellent keyboard skills.</p> <p>Committed to the goals and beliefs of WellChild.</p> <p>Upholds the charities values, beliefs and culture on keeping children safe.</p> <p>Ability to work in a way that promotes the safety and wellbeing of children and young people.</p> <p>Valid UK driving licence.</p>	<p>Project Management Qualification such as APMP or Prince 2.</p> <p>Demonstrable knowledge and understanding appropriate to the role of safeguarding legislation and guidance.</p> <p>Experience of holding a Designated Safeguarding Lead role.</p>