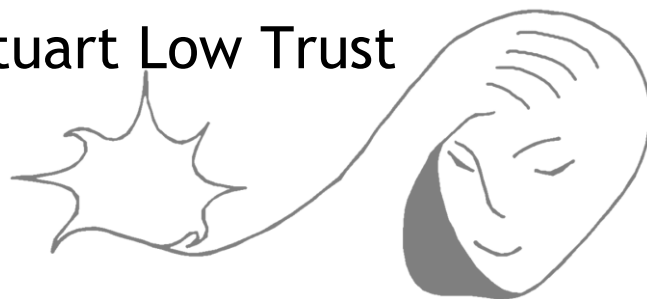




# The Stuart Low Trust



bringing people together for better health and wellbeing

## Programmes Manager Job Description & Person Specification

<b>Salary:</b>	£37,336 FTE per annum
<b>Hours:</b>	35 hours per week (full-time)
<b>Contract:</b>	Permanent, subject satisfactory probation period
<b>Leave:</b>	25 days' holiday per annum, plus bank holidays
<b>Benefits:</b>	Flexible and hybrid working, Occupational Pension Scheme
<b>Reporting to:</b>	Chief Executive

### Position overview

The Programmes Manager plays a pivotal role at The Stuart Low Trust by developing, managing and promoting programmes of group activities and events to support people who are socially isolated in Islington and surrounding boroughs. You will work closely with the Chief Executive to implement the charity's strategic priorities. You will coordinate delivery with our Volunteer Support Manager and a team of paid sessional staff, including our Sessional Team Leader. You will directly line-manage a part-time Programmes Data Officer and Marketing & Communications Officer to support delivery.

### Summary job outcomes

Key aims of your role are to attract a more diverse demographic to access SLT's programmes and provide opportunities for participants to progress in their lives, build their confidence and become more independent.

### Key responsibilities

#### 1) Activity programme development and planning

- Research and develop activity programmes that promote social inclusion and wellbeing, delivered in accessible community venues.
- Ensure that programmes are tailored to the needs and preferences of our diverse target audiences and aligned with SLT's strategic and annual plans.
- Cultivate existing delivery relationships and build new partnerships to support our activity programmes.
- Consult with the Sessional Team Leader and Volunteer Support Manager in planning the annual programme.



MAYOR OF LONDON

Registered with



FUNDRAISING  
REGULATOR

## **2) Programme coordination**

- Manage all the operational logistics of programme delivery including sessional staff rota, booking suitable venues, session information, activity resources and catering/refreshments.
- Liaise closely with session leaders to support activity delivery, offering tailored assistance as needed.
- Ensure that new participants complete SLT's service registration process.
- Conduct Health & Safety risk assessments of venues and activities to ensure legal compliance and safe running.
- Develop and review activity-related procedures to ensure aligned to current good practice.

## **3) Activity booking and referrals**

- Respond to participant booking enquiries via the telephone.
- Manage arrangements agreed with partner organisations for referrals, including pre-booking assessments with participants for specific projects.
- Coordinate with the Admin Communications Officer in relation to their role managing email booking enquiries, registering participants onto activities and circulating attendance reminders prior to the session start.

## **4) Marketing and communications**

- Supervise the Marketing and Communications Officer (MCO), enabling them to achieve performance goals and supporting their CPD. This MCO post is responsible for a variety of channels, including website, social media, printed resources, email marketing to reach our target audiences.
- Develop marketing and communications strategies with the MCO post, aligned to SLT's plans to increase engagement from our diverse local communities.
- Present our service to external partners to attract new referrals.

## **5) Volunteer recruitment and coordination**

In conjunction with the Volunteer Support Manager:

- Manage the rota of volunteers to assist at activities.
- Identify gaps in the activity programme where more volunteers are needed.
- Contribute to the design of new volunteer role descriptions in response to programme needs.
- Foster a positive and inclusive volunteer environment and promote their recognition.

## **6) Budget management**

- Ensure that programmes and activities are delivered within agreed budgets.
- Review invoices and volunteer expenses claims for accuracy and approve for payment in accordance with SLT's monthly procedure.

**7) Monitoring and evaluation**

- Supervise the Programmes Data Officer to undertake monitoring and evaluation responsibilities, enabling them to achieve performance goals and supporting their CPD.
- Oversee data collection processes to monitor and evaluate programme outcomes and impact and supervise an admin volunteer to input data.
- Analyse programme data and participant feedback for continuous learning and improvement of programme quality.
- Maintain accurate and up-to-date participant and activity records and ensure data reports are provided on time for deadlines.

**8) General duties**

- Maintain office supplies of stationery and activity equipment.
- Manage relationships with suppliers, including mobile phone contract providers.
- Ensure that your understanding and compliance with policies and procedures in your daily work including Safeguarding Adults, Equality & Diversity, Confidentiality & Data Protection, Code of Conduct.
- Undertake any other responsibilities as reasonably required.

## Person Specification

**Using the Personal Specification, please clearly address each point providing evidence to write your Supporting Statement.**

### (1) Knowledge

Understanding the support needs of people who are socially isolated and people experiencing mental health issues.	Essential
Knowledge of legislation relating to Safeguarding Adults, Health & Safety, Equality Act 2010 and Data Protection	Essential
Management qualification	Desirable

### (2) Experience

Experience of managing a community-based activities programme within a charity or social care service.	Essential
Experience of managing staff and working with volunteers.	Essential
Experience of working within budget constraints and managing resources effectively.	Essential
Experience of setting up and managing new projects, while working in partnership with other organisations.	Desirable

### (3) Skills and abilities

Excellent communication and presentation skills, both verbal and written.	Essential
Ability to write new service procedures and conduct risk assessments.	Essential
Ability to build positive relationships with participants, volunteers, staff team, partner organisations and other stakeholders	Essential
Ability to develop marketing and communication strategies.	Essential
Excellent project management and organisational skills.	Essential
Ability to support and motivate staff and volunteers to fulfil their roles effectively.	Essential
Ability to work independently and in a team.	Essential
Strong ICT skills using MS Office (Outlook, Word and Excel) and using a CRM database system.	Essential

### (4) Personal qualities

Passion and commitment for the work of Stuart Low Trust, its philosophy and its values, particularly to promote wellbeing, equality and inclusion.	Assessed at interview only
Proactive attitude, drive and enthusiasm to carry out projects to conclusion.	
Resilience, particularly when faced with challenges.	
Attention to detail.	
Willingness to undertake occasional evening or weekend work.	