Job Description: Programme Quality Manager

About the Breastfeeding Network

The Breastfeeding Network (BfN) is a Scottish registered charity making a difference to women and families across the UK with evidence-based information and practical support. Our vision is that women and families feel supported in their feeding choices and are able to breastfeed for as long as they choose.

We are committed to developing the highest standards in our own evidence-based practice as well as using this evidence, knowledge and learning to influence improved provision and outcomes for all families.

BfN has a wide portfolio of funded activity across the UK financed through local authority, local authority /NHS, public health, government funds and donor funds. The Programme Quality Manager role is a member of BfN’s Senior Management Team. The post-holder will support our organisation to continually improve the impact, sustainability, effectiveness and relevance of our work and to enhance BfN’s ability to influence and secure diverse funding sources.

Role Summary

The Programme Quality Manager will provide leadership and practical technical support so that BfN can confidently use its evidence for internal and external purposes, including to support continuous improvement in programme quality. The post-holder will manage a team comprised of experienced technical leads including for training development, internal moderation, policy, communications and social media and funding, facilitating their input to enhance organisational impact and continuous improvement in the work BfN does.

# Main duties and work tasks

Management

* Work with the Programme Quality Team and senior manager colleagues to plan and manage work streams to support performance improvement, increased impact, sustainability and reach of BfN’s activities
* Facilitate the set up and implementation of efficient mechanisms to understand and respond relevantly to programme quality needs and priorities from BfN services
* Coach, motivate, performance manage and empower the Programme Quality Team through regular one to ones and appraisal systems
* Foster teamwork in and beyond the Programme Quality Team, ensuring all activities are within the charity’s aims, objectives and values and in compliance with all legal and regulatory requirements
* Contribute high quality inductions, briefings and guidance on programme quality across BfN
* Facilitate effective communication and collaboration within and between the Programme Quality Team and other parts of BfN
* Assess the progress of team activities and projects against agreed metrics and provide visibility on these to the CEO and BfN’s central team, BfN Steering Groups and Directors as appropriate.
* Contribute to the development of budgets and projects, and their management as required.

Monitoring, evaluation, learning

* Lead on the further development and implementation of a monitoring, evaluation and learning framework for BfN, including supporting improved consistency and quality of organisational reporting as needed
* Provide high quality technical guidance and practical support to service teams on data collection, analysis and integrity, design and implementation of relevant monitoring and evaluation systems into their work
* Co-ordinate timely and consistent reporting of data to inform reporting to the BfN Board, to the AGM and strategic and business planning; support service teams to prepare for high quality reporting for significant donor or commissioner reports
* Lead on the commissioning and management of internal and external evaluations as required
* Support BfN to ensure appropriate and compliant governance around the gathering and effective use of data to inform impact, improvement and influencing
* Provide support to services and senior staff to review how evaluation and learning informs ongoing practice and decision-making
* Working with other colleagues and members of the Programme Quality Team, review and improve channels and mechanisms to review, learn and share and apply learning from BfN’s practice in their specialist areas (training, communications, funding, policy and information provision)
* Lead BfN in achieving and aligning with the standards of data outlined in the UK Statistics Voluntary Code of Conduct
* Investigate and support the application of relevant methodologies, databases and systems, with service teams and the IT Officer
* Support Programme Quality Team members to review and adapt their areas of work to respond to ongoing organisational learning and external research
* Support Senior Managers to reflect on the programme development implications of BfN evidence gathering and monitoring and development
* Contribute to and lead on –as required- the design and development of service innovation projects or research

BfN Conference

* Lead the planning, delivery and evaluation of a high quality annual Conference, in line with BfN strategy and objectives, and drawing on inputs and expertise from across BfN, as appropriate
* Research, consult and develop a learning programme of invited speakers and contributors to BfN Conference, taking opportunities to showcase practice from BfN’s services where relevant
* Oversee all aspects of Conference delivery in line with BfN objectives and standards

Communications, marketing and funding:

* Oversee the implementation of the BfN Communications Strategy, including documenting objectives and progress on influencing key stakeholders
* Support the Communications and Social Media Officer and Marketing Officer to maintain the communications calendar for BfN, facilitating collaboration with and by other teams, as needed
* Monitor and support the prioritisation of campaigns, policy submissions and communications outputs by members of the programme quality team
* With the CEO and Communications and Social Media Officer, oversee preparation and sign off of relevant messages and positions, and supporting the application of these in service teams.
* Manage the Fundraising and Marketing function, regularly reviewing and updating on targets, progress, and priorities with the Funding Manager
* With the Fundraising and Funding Manager, Finance Manager and Programme Managers, oversee the development and application of funding standards and processes to support consistent quality throughout the funding cycle

Senior Management

* Contribute actively and collegiately as a member of the senior management team, to the development of BfN strategy, its implementation in programme and service plans and to BfN work-streams to improve organisation-wide efficiency, quality and impact
* Where asked to do so, lead internal reviews and investigations on behalf of BfN, role-modelling BfN best practice
* Work as a change agent for change management initiatives, demonstrate resilience and consistency to ensure changes are embedded and sustained especially during times of funding changes.
* Proactively look for and pursue opportunities to showcase BfN practice and develop relationships with new funders and influencing targets where this aligns with BfN strategy
* Contribute, and where agreed, lead activities to sustain current and future impact of BfN
* Promote and share information about BfN services, learning and impact and contribute to forging new and sustaining existing relationships with strategic partners.
* Be alert to influencing and partnering opportunities that will help inform and develop policy around infant feeding and peer support, including contributing to events and consultations on behalf of BfN
* Provide cover for senior management counterparts during days off/holidays and support with any urgent queries. Where asked to do so, deputise for the CEO
* Champion and support with national events including National Breastfeeding Week, local learning events and strategy days

*This is not an exhaustive job description and may be subject to change according to the needs and development of the role. It is expected that the post holder may undertake such other duties as may be reasonably requested.*

Person Specification:

What we are looking for

**The following criteria will be used to help us assess candidates for this role.**

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| **Essential** |
| * Experience of designing and implementing monitoring, evaluation and learning systems that support continuous improvement, effective evidence-based influencing and improved understanding of impact
* Educated to Degree level with strong knowledge of relevant qualitative and quantitative research or evaluation methods
* Proven track-record of advising or managing successful projects from start to finish
* Experience of managing cross-organisational processes, including eliciting co-operation from others and buy in for change
* Experience of leading, supporting and developing experienced and knowledgeable professionals and supporting the development of an effective team
* Experience of managing people at a distance
* Experience and excellent skills in effective cross-team working
* Ability to communicate with people at all levels in person, on the telephone and by email in a way which is clear, positive and credible
* Experience of improving performance to address inequalities
* Ability to assimilate information and prioritise subsequent action accordingly
* Ability to work remotely on a varied and complex programme of work, and on own initiative
* Ability to be generate innovative ideas, problem solve and efficiently and implement change
* Ability to interpret numerical and statistical data and reports & use it to bring change
* Experience of contributing to bids and funding proposals and reports
* Ability to write high quality and accurate reports
* Commitment to role-model reflective practice
* IT skills including confidence using Microsoft 365 suite and other programmes
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| **Desirable** |
| * Experience of evaluating social or economic programmes / recognised professional development in evaluation or similar
* Experience of working with charities, volunteers in a resource constrained environment
* Experience of contributing to business planning
* Experience of developing or delivering learning and development activities to meet a range of learner needs
* Knowledge of the infant feeding, early years or similar sectors
* Knowledge and experience of information governance requirements for a project, department or organisation
* Experience of liaising with health professionals and commissioners
* Experience of writing successful funding proposals
* Experience of managing communications and marketing activities
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