Job Description: Deputy Programme Manager - London

# Background of post

The Breastfeeding Network (BfN) is a Scottish registered charity that supports women, families and communities with evidence-based information and practical peer support to help make a positive difference to breastfeeding women, parents and their families. Our vision is that families feel supported in their feeding choices and that they are able to breastfeed for as long as they choose. Strategically, we are committed to maintaining and developing good management within the charity that supports both staff and volunteers within and outside our funded services and projects because we believe this improves outcomes for the families we serve.

BfN has a wide portfolio of services and funded work across the UK financed through local authority, CCG/NHS, public health, government funds and donor funds.

The Deputy Programme Manager reports to the Programme Manager for a specific programme/ geographical area to, providing operational management and supporting service delivery so that BfN is able to achieve high standards of quality and impact through its work. The role may, at times, deputize for the Programme Manager, including through representing BfN as agreed, at internal and external meetings with potential commissioners, partners, funders and influencing targets. The post-holder works closely with service teams to build on the success of peer support services in an often volatile delivery and funding environment.

This role also supports the effective and timely co-ordination of service delivery teams with central support functions and contributes to the embedding of organisation-wide processes, standards and systems for evidence, knowledge management, volunteer engagement and diversity, and overall continuous improvement.

# Role summary:

The position provides operational and management support for BfN staff involved in delivery of BfN services, SLA’s and Grants and other contracts. The Deputy Programme Manager is responsible for line management of specific Service Managers (the most senior named person responsible for service delivery in an area) as well as motivating, coaching and training the local teams of both staff and volunteers and reporting on and evidencing information on services, SLA’s and Grants.

The Deputy Programme Manager will provide remote and in person support to London services where required, working closely and with direction of BfN’s London Programme Manager. The Deputy Programme Manager will support the consistent implementation of key policies and systems, and facilitate learning and evidence sharing from and between service teams.

The Deputy Programme Manager may be required to support the day to day service or project tasks within an area for example when there is a gap in recruitment. The Deputy Programme Manager may also take on other occasional ad hoc responsibilities regarding Tutors and Supervisors, where this is consistent with BfN’s Conflict of Interest Policy.

The Deputy Programme Manager has delegated responsibility for some duties and responsibilities of Programme Managers, where BfN has decided that the programme portfolio requires additional management capacity due to size or complexity. The Deputy PM has a focus on operational delivery.

**Main duties and responsibilities**

## Contact and Support for Peer Support Services

* Full line management and support for agreed service managers and services. This includes providing a standard induction for the key person and offering a standardised 1-1 approach.
* In new service areas carry out tasks related to setting up a new project, with the guidance of the Programme Manager
* Support the programme manager/s with their programme of work, including organising national and local service manager meetings and activities with clear outcome focus, which share best practise across services.
* Encourage attendance and provide business/training updates and overview of the business plan and organisational aims and objectives, assist and support change initiatives ensuring that projects are well informed and changes in processes are implemented and sustained and influence project leads to ensure maximum attendance/contribution
* Support Programme Manager and Service Managers with developing and managing project budgets each year and writing budgets for new projects
* Contribute to the review of financial reports for services and projects, working with the Programme Manager, service teams and finance as required

## Representation and strategy:

* Deputize for the Programme Manager in their absence, and represent BfN at events, conferences and meetings where and as agreed
* Share BfN learning and best practice across services and projects, and work with colleagues across BfN to facilitate effective knowledge management and use of data and evidence from programme
* Contribute to BfN work-streams to improve organisation-wide efficiency, quality and impact
* Support service teams to understand and apply BfN messaging in their service influencing, funding and communications activities
* Support the implementation of change management initiatives, demonstrate resilience and consistency to ensure changes are embedded and sustained especially during times of funding changes.
* Contribute to activities to sustain current and future impact and funding of BfN, including by contributing to and leading on specific bids, where requested to do so by the Programme Manager
* Help promote and share information about BfN services, learning and impact and contribute to the further development of existing relationships with strategic partners.
* Be alert to opportunities to secure funding and commissions, to influence and partner with local and national government and NHS groups that will help inform and develop policy around infant feeding and peer support. Action these where requested to do so by the Programme Manager
* Support the Programme Manager and CEO in mapping and scoping stakeholders to inform management decision-making, bids and future programme development

## Management

* Motivate and performance manage specific Service Managers through regular one to ones and appraisal systems ensuring all Service Managers have active personal development plans in place
* Work with the HR Manager to support the service managers with performance and attendance management issues
* Contribute to the assessment of service and project progress against key performance indicators, including by contributing to reporting and taking an active role in the Steering Groups.
* Adopting a risk-based approach, guide/steer Service Managers towards fulfilling the project programme and contract compliance where required
* Work with the Central Support colleagues and HR Manager to address and resolve any complaints relating to projects and services.
* Work with the Programme Manager to link services and central team aiding communication and ensuring enquiries are resolved successfully, when needed.
* Support projects and services when funding comes to an end through providing support for staff and volunteers and contributing to new funding applications or bids
* Light touch management of tutors and supervisors as needed working with relevant members of the central team

## Team Working

* Work with the local and central Team to contribute to the bid and application writing process as needed.
* Provide support to services line managed directly by the PM, in their absence or when urgent, seeking input from Senior Management Team members when appropriate
* Work with colleagues across BfN to ensure consistent working practices across services.
* Contribute to local and national events including BfN Conference, National Breastfeeding Week as needed

## Data and Programme Reporting

* Implement best practice in the provision and management of data and standardise throughout the services as appropriate, with the support of the Central Support colleagues.
* Ensure reports are prepared, collated and used effectively by the Service Managers to target improvements and manage the budget
* Contribute as required to summary reports to the CEO, Directors and steering groups including maintaining any necessary documentation required such as, funding communications, situational reports and staff planning spreadsheets
* Support Service Managers to use evidence and reports to evaluate performance and improve the quality of service provided
* Ensure evidence from services is documented, annual budget reports are collected, collated and used by the Service Managers to submit regular project reports to the Programme Manager, commissioners and others as appropriate

## Volunteer Engagement

* Working in partnership with tutors, supervisors, service managers and other members of the central team , encourage the development of volunteer capacity and diversity across service areas in order to maintain a pipeline of future trainees to sustain the human resource requirements of services
* Where requested by the Programme Manager, contribute to the delivery and communication of an annual evaluation survey to help inform good practise and shape future training needs and programme development. Use the evidence to inform our work in funding bids/ tenders.

## Safeguarding

* Contribute to a culture of good safeguarding practice across staff and volunteers through knowledge, practical evidence and training and development.
* Contribute to the central log of safeguarding issues and be on call (including on a rota, out of hours) to advise and speak to staff and volunteers as soon as possible when an issue occurs. Offer support to the staff or volunteers involved and escalate as and when necessary.

## Health & Safety

* Contribute to a culture of good health and safety practice across staff and volunteers through knowledge, practical evidence and training and development.
* Contribute to the maintenance of a central log of any health and safety issues that occur, including out of hours in an emergency.

## General

* Work in accordance with the BfN’s policies and procedures including but not limited to confidentiality, equality and diversity, funding, conflict of interest, code of conduct, health and safety, etc. and ensure policies and processes are adhered to within services.
* Work closely with staff in current and future projects and services to build on existing good practice, understand what works well and support improvements. Provide regular information to the CEO and wider Central Team, BfN Steering Groups (as appropriate) to inform planning and high quality delivery of programmes.
* Support Programme Manager and Central team with policies and processes as required

Person Specification: Deputy Programme Manager - London

**Please refer to this document carefully when completing your application form and preparing for your interview. You must demonstrate how you meet the criteria on your application form.**

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| **Qualifications** | **Essential** | **Desirable** |
| Educated to degree level or equivalent  Completed peer support training  A strong personal commitment to BfN’s vision that all women and families can make informed decisions about breastfeeding, access help when they need it and become confident in their choices. |  |    |

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| **Management** | **Essential** | **Desirable** |
| Experience of mentoring, coaching and performance managing staff |  |  |
| Experience of working in the charitable sector and with volunteers | ✓ |  |

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| **Communication** | **Essential** | **Desirable** |
| Strong communication, interpersonal, networking and negotiation skills |  |  |
| Experience of maintaining strong working relationships with colleagues and stakeholders from different functions, organisations and cultures | ✓ |  |

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| **Project Management** | **Essential** | **Desirable** |
| Proven experience of managing a dynamic and complex project or programme of work involving multiple stakeholders |  |  |
| Experience of working within the area of infant feeding and/or early years |  | ✓ |
| Experience of proactively identifying issues and risks, producing and implementing practical solutions | ✓ |  |
| A flexible and innovative approach to achieve results | ✓ |  |
| An analytical approach, with attention to detail and experience in producing and evaluating data and reports to target improvements within a service | ✓ |  |
| Experience and practical understanding of effectively managing budgets | ✓ |  |
| Experience of contributing to successful bids for funding |  |  |
| IT skills including a working knowledge of Office 365 and basic office packages | ✓ |  |
| Ability to work remotely and independently to deadlines including a willingness to cover occasional rota duties (e.g. for safeguarding) | ✓ |  |
| Ability to travel across London frequently | ✓ |  |

If you work of volunteer with families for services or products relating to pregnancy, birth or early years, you will be asked to disclose this.  All candidates will be asked for further details prior to or at interview.