



Kinship



Programme Management Lead

Candidate Information Pack

What you need to know about this role:

Job title: Programme Management Lead

Responsible to: Chief Executive

Duration: 8 months, with potential for extension, +1 year, +1 year

Location: Office-based (Vauxhall) or home-based with regular working in London and some travel (England & Wales)

Working Hours: Full-time (flexible, working minimum of 21 hours/per week considered).

Salary: £46,774 (outside of London) or £50,000 (including London weighting). Pro rata to part-time if applicable.

About Kinship:

Kinship is the leading kinship care charity in England and Wales. We offer kinship carers financial, legal, practical and emotional support and understanding from the moment they need it, for as long as they need it. Our expert advice, information and guidance helps with complicated and stressful decisions that so many kinship families have to make. We're always there to support them through difficult times and celebrate the good.

Kinship carers are strong and determined. Together, they are powerful. We help them build communities of support and action by connecting families locally and across England and Wales.

We're at the heart of kinship networks, partnering with and influencing service providers, local and national government and other organisations. We give everything we have to fight for each family and their rights, changing society until every kinship family is recognised, valued and supported.

About the role:

We are looking for an experienced programme manager to lead the delivery of our Kinship Care Training and Support Service. This is a new programme which has been running for only a few months, so it's a real chance to have an impact on the development of this national service.

The Kinship Care Training and Support Service includes an extensive range of workshops and other training events, tailored for kinship carers and delivered online and in-person; and new resources hosted on an enhanced online advice, information and support hub. The service is funded by the Department of Education, initially for another 8 months (up until the end of March 2025) and with the potential for extensions up until March 2027.

The role reports to our Chief Executive and works closely with members of the Executive Team, delivery partners and other stakeholders. As Programme Manager Lead, you will lead the planning, performance monitoring and reporting and work across the organisation to ensure all service elements are delivered on time and on budget.

This is a complex programme with a wide range of stakeholders and multiple elements, so we are looking for someone who is experienced in successfully leading and managing complex programmes, with excellent communication, relationship management and collaboration skills.

We are open to offering the role on a flexible basis, from 3 days a week to full-time hours, at an FTE salary of £46,774 (outside of London) or £50,000 (including London weighting).

What you will do:

- Lead the planning, performance monitoring and reporting across the organisation to ensure all service elements are delivered on time and on budget, including:
 - Ensuring the construction, governance and delivery of
 - robust project plans.
 - Creating a quality assurance framework, to ensure
 - internal and external outcomes and outputs are met.
 - Monitoring and reporting on risks.
 - Setting up systems for collecting the key performance indicators identified and ensure these are monitored and reported on a monthly and quarterly basis (for Executive Team, Trustees and the Department for Education).
- Work closely with the CEO, Directors and service delivery teams to ensure the service is well-aligned with Kinship's wider service offer, to maximise support for kinship families.
- Work closely with the CEO and Directors to ensure appropriate delegation and assignment of tasks and management of dependencies to ensure all service elements are delivered.
- Promote, support and role model a programme management approach across Kinship, supporting and working with the responsible delivery leads to:
 - Define and document the scope and plans for individual
 - projects/activities within the service
 - Monitor progress and ensure key milestones are met
 - Ensure successful delivery to budget and schedule
 - Monitor risks and mitigating actions

- Ensure and agree clear aims and objectives for individual projects/activities with the responsible delivery leads, including:
 - Research, consultation and evaluation
 - Service design
 - Service delivery
 - Digital services
 - Marketing and engagement
- Build strong and trusted relationships with kinship carers, partners, advisory groups and stakeholders to bring together people with shared purpose, promote the success of the service and catalyse wider system change.
- Work with responsible Directors to collaborate with key partners, supporting preparation of partnership agreements, planning and monitoring and values alignment
- Be responsible for programme governance, including:
 - Providing regular updates and reports to the Department for Education, the Exec Team, Trustee Board and Steering Group
 - Scheduling of steering group and advisory group meetings
- Be the internal communications lead for the project, ensuring the service is understood internally and that opportunities for collaboration are maximised
- Represent and promote the service to external stakeholders, as required.
- Work with the Director of Finance, People and Performance and the Head of Finance to monitor and manage financial and budgetary aspects of the service, in compliance with funder requirements.

Key relationships

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| • Chief Executive | • Head of Digital and Content |
| • Director of Services & Digital | • Head of Finance |
| • Associate Director of Advice, Training & Information | • Head of Partnerships |
| • Co-Directors of Policy & Communications | • Head of Research and Practice |
| • Director of Finance, People & Performance | • Department for Education |
| | • Delivery partners |

What you'll bring:

Essential experience

- Demonstrable experience of successfully managing delivery of a complex programme, including set up, service design, stakeholder engagement, service delivery, programme governance and evaluation.
- Experience of leading and managing programmes with multiple elements, across different departments and with a range of national and local partners.

- Knowledge and experience of methodologies for planning and monitoring performance throughout the project lifecycle to ensure objectives are met, ideally with experience of using Asana.
- Strong leadership and communication skills, with track record of building strong relationships at senior level internally and externally to achieve service objectives and systems change.
- Excellent experience of stakeholder management.
- Experience of managing funder relationships and reporting, preferably with government departments.
- Commitment to meaningful participation of kinship carers and their families in the design and delivery of services.
- Commitment to using Kinship's CRM system (Salesforce) effectively as part of day-to-day role.
- Self-starter, able to take responsibility for organising and delivering own work and inspire others.
- Ability to work flexibly and collaboratively across team boundaries to support service outcomes.
- Ability to think creatively and constructively challenge and find solutions to ensure highest quality delivery.
- Ability to work and thrive in varied, fast-paced and changing environment.
- Excellent presentation skills, with ability to tailor to different audiences and to represent Kinship confidently, effectively and with credibility.
- Excellent budget forecasting and management skills.
- Ability to challenge thinking appropriately as part of continuous service development and improvement.
- An understanding of GDPR and PECR regulations and the implications on data and communications.

Desirable experience:

- Lived experience of kinship care.
- Experience of working within a charity/children's social care/training environment would be an advantage.
- Understanding of children's social care.

General characteristics and attributes

- Flexible and willing to travel for work across England and Wales.
- Commitment to the values, aims and objectives of Kinship.
- A real commitment to equity, diversity and inclusion within your role and a respectful approach to working with people from a range of backgrounds.
- Enthusiastic about working collaboratively in a growing and fast-paced charity, with the positive and approachable attitude, tenacity and innovative problem solving this requires.
- Excellent written and spoken English.
- Permission to work in the UK.

Equality and Diversity

Kinship is committed to inclusivity and representing the diversity of the communities we serve. We therefore welcome applications from all backgrounds and all sections of the community. Applicants will be treated fairly throughout the recruitment process and we will ensure there is no unfair discrimination on the basis of race, ethnic origin, disability, gender, religion or belief, age, sexual orientation or any other relevant characteristic. For this role we are actively seeking applications from Black, Asian and minority ethnic applicants who are currently under-represented at senior management levels in the charity.

How to apply:

Kinship is working with Eastside People on this recruitment. Please read the full information pack before applying. To apply, click <https://eastsidepeople.livevacancies.co.uk/#/job/details/87> to submit your CV and a cover letter (max 2 pages). Please include the following:

- Why you're interested in the Programme Manager role and specifically this role with Kinship.
- Relevant experience and how your skills match the requirements in the role description and person specification.
- Processes you use to ensure successful programme delivery.

If you would like to discuss the role in greater detail, please contact Bernice Rook at Eastside People (bernice@eastsidepeople.org). Should you require any assistance or adjustments, please inform us so we can provide the necessary support throughout the application process.

Application deadline: Wednesday 2nd October (by 6pm). The first stage of interviews will be held online, followed by in-person interviews at the Kinship offices during the weeks of 7th and 14th October.

Eastside People is committed to equality and diversity, recruiting inclusively to address underrepresentation in leadership. We welcome applications from all suitably qualified candidates.



What it means to work at Kinship:

Our vision:

A society in which kinship carers and the children they care for are **recognised, valued and supported.**

Our mission:

To ensure that kinship carers and the children they care for get the **support and recognition** they need.

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Knowing what you do helps kinship families that really need support.

Staff at kinship are caring, passionate and positive. Colleagues are genuinely nice to work with and care about each other as well as the kinship families we support. We are always innovating to better support kinship carers. **(Staff member at Kinship)**

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We want to offer you the best place to work. Our people are really friendly and incredibly passionate about working alongside kinship carers.

We want you to feel proud to work here and if you join us, we'll do our best to make that happen.



Our Values:

Be bold

We fight for what's right with focus and determination

- Be driven by evidence and deliver quality
- Innovate bravely, fail fast and learn quickly
- Challenge constructively to move us forward



Be stronger together

We see the bigger picture of our work and value collaboration to drive impact

- Recognise and value the part everyone plays
- Bring different strengths and expertise together with purpose
- Ask whose voice and experience may be missing



Step up

We all take responsibility for changing lives and changing the system

- Actively seek and share knowledge
- Step in with ideas and solutions
- Ask for and give honest feedback



Put people first

We care about each other and create spaces where people feel they belong and can thrive

- Bring people together to share experiences and celebrate success
- Listen with curiosity not judgement
- Support with understanding and compassion



What we can offer you:



Community:

- Employee resource groups (including Equality, Diversity and Inclusion Working Group and Wellbeing Committee).
- Staff away days.
- Regular social activities online and in person.



Flexible working:

- We operate flexible working practices which include working from home, varying start and end times of the working day, compressed hours and variable contract hours through the year.



Family:

- Our policies include kinship care, compassionate, dependents, and bereavement leave that support the lives of employees who have additional commitments.
- We are proud that 20% of our current staff are kinship carers, and we are striving to lead the way as a 'Kinship Carer Friendly Employer'.



Health and Wellbeing:

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Wellbeing Action Plan for each staff member.
- Wellbeing Wednesdays
- Charity Worker Discount



Holidays:

- 30 days annual leave, plus bank holidays (1 April to 31 March).
- We close for three days between Christmas and New Year, which will be deducted from your annual leave allowance.



Pay and pension:

- You'll be eligible and auto-enrolled into a pension scheme - we use Nest Pensions. Current employee contributions are 5% and we will contribute 3%.



Cycle to work programme:

- This scheme enables employees to get tax incentives from cycling to work.



Learning and development:

- A key part of our People Strategy is to continue to develop and enhance the learning experience during your time at Kinship, and we are proud to offer many learning opportunities.

Our recruitment process:

As a charity we want to hire the best people to support our vision and mission. People who are values led, high performing and really passionate about doing their best for kinship carers.

We will guarantee interviews to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined.

We welcome applications from people from all sections of the community, irrespective of race, colour, sex, gender identity, age, disability, sexual orientation, religion or belief.

Kinship is committed to attracting, developing and retaining a diverse workforce, with a broad range of backgrounds, experiences and perspectives, and we encourage applicants from those groups currently under-represented in our organisation and sector.

Standard clauses:

- This role will require satisfactory Disclosure and Barring Service (DBS) clearance.
- The post holder must at all times carry out their responsibilities with due regard to Kinship's Equal Opportunities Policy and Safeguarding Policy.
- Salesforce is our customer relationship management system (CRM) and all staff are expected to take accountability and responsibility for using it successfully as part of their day-to-day role to support the growth and impact of Kinship and better services for kinship carers.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- The post holder must carry out their responsibilities with due regard to the non-smoking environment of all Kinship offices.

Note: This job description is not exhaustive. Kinship reserves the right to add to or revise the job description at any time - the post holder may be required to undertake any other duties that fall within the nature of the roles and responsibilities as detailed in this document.

Any substantial or major changes will be negotiated with the post holder.