

## Job description

Job Title:	Senior Programmes Officer
Reporting To:	Business Development Manager
Department:	Programmes
Location:	Flexible, homeworking supported
Salary:	£29,000 Per Annum
Benefits:	25 days annual leave (plus 1 day accrued for every year of service up to 30 days) + bank holidays and Christmas, 5% Employer pension contribution. Flexible working culture, Employee benefits package (Medicash), regular continuing professional development opportunities.
Contract:	Full time, 1 year fixed-term contract (with potential to extend budget and performance dependent)

### Main Duties:

For thousands of children across the UK, the reality of school is a daily struggle to cope. Children and young people are dealing with social, emotional and mental health (SEMH) issues like never before. nurtureuk is the national charity dedicated to using nurturing approaches to improve children and young people's life chances. We give education professionals the proven tools, training and support they need to implement a nurturing approach in schools and remove barriers to learning, so children and young people are equipped with the resources and support necessary to succeed socially, emotionally and academically.

This is an exciting time to be joining nurtureuk; we are a highly agile, fast-growing charity with huge ambitions to support as many children and young people as possible to access their education and support their wellbeing. We are two years into our five year strategy, and beginning the next phase of growth into new markets and demographics.

In addition to our ongoing cycle of small and medium programmes, our programmes team is currently working to deliver large county-wide programmes, supporting 100s schools, in addition to recently being announced as a delivery partner of London Violence Reduction Unit's Inclusive and Nurturing Schools Programme over the next three years.

Our small and medium programmes support 10s of schools at any one time, and span the whole of the UK, working with strategically important and highly influential commissioners across all four nations. In this new role to nurtureuk, we are looking for an experienced Senior Programmes Officer to lead on the delivery of our small and medium programmes portfolio and build, deliver and continually improve the service delivery journey of our products and services with a range of customers including Local Authorities, Multi-Academy Trusts, Violence Reduction Units, and the NHS. The post holder will be responsible for delivery of service level agreements from multiple commissioners at any one time and will need to be agile and proactive to meet each commissioner and their schools'/teams' needs.

This new role offers the opportunity for the post holder to 'own' the function within the charity, and shape it to successfully meet the needs of nurtureuk, its clients and the beneficiaries we work for.

**The main aspects of the role will deliver the below:**

The elements listed below are not intended to be an exhaustive detail of all duties and responsibilities of the role and the post-holder will be expected to carry out any other reasonable duties that are consistent with the skills, abilities and position of the role.

**Programme & Relationship Management**

- To drive forward the delivery of a range of small and medium value programmes across the UK for a range of customers.
- To lead on the development of a highly robust internal contract delivery process, collaborating with our Products, Services and Impact team to ensure cross departmental consistency.
- With support from the Business Development Manager, to lead on the development, design and delivery of a suite of customer support tools to ensure effective customer service, including but not limited to; onboarding customers, ongoing troubleshooting and support, case study and impact reporting and customer retention tools in collaboration with our communications team.
- To regularly report on programme progress to the Business Development Manager and identify opportunities to widen nurtureuk's reach through our existing programmes.
- To be the relationship lead for key contracts, including small/ medium value and strategically important customers.
- To identify risks, support internal and external stakeholders and the programmes team with any challenges
- Continually monitor the quality delivery of small/medium programmes, manage expectations, ongoing risks and meet key performance indicators

**Contract, Impact and Budget Management**

- To hold responsibility for delivery of service level agreements and ensure both nurtureuk and customers adhere to all contractual obligations.
- To ensure all programmes adhere to budgets and manage any ongoing contractual/financial changes through accurate reporting against set forecasts.
- Identify opportunities and work cross departmentally to build effective case studies, including improving the process to capture quantitative and qualitative data and designing an inspiring story in collaboration with the communications team.
- Support the wider team in achieving organisational objectives for capturing effective stories to influence policy, prospective customers and other key stakeholders.

**Strategic planning**

- To support the Business Development Manager with building of key internal processes, such as capacity and capability monitoring, risk management, programme impact monitoring with a view to support and forecast growth opportunities
- Collaborate with specialists across the charity to develop and drive clearly defined value propositions, segmented so they are attractive to customers with different needs based on existing customer experiences.

**In addition, the postholder will:**

- Contribute to the wider development of nurtureuk in line with its strategic vision
- Promote and role model nurtureuk values and ensure timely and impactful collaboration across all teams

**Main job functions:**

- Income generation
- Account management
- Relationship Management
- Internal and external communications

**Link to strategic objectives:**

- Maintain and expand delivery of products and services through Local Authority Wide Programmes
  - Contribute to the monthly Programmes team sector insight report
  - Take part in quarterly/termly meetings with the Marketing/Communications team to report and discuss opportunities for improvement, threats and ongoing risks.
  - Occasionally attend prospective customer/industry meetings with Business Development Manager to discuss opportunities and current customer experiences with a view to grow our reach.
  - Contribute to wider team meetings/newsletters to report on small programme delivery successes and challenges.
  - Build contract management dashboard on our CRM system
  - Work with Products, Services and Impact team to effectively manage the delivery of our contractual obligations and actively monitor performance, impact and identify improvements.
- Integrate systems across the organisation
  - Support risk management process and reporting for each programme
  - Support capacity and capability monitoring process collaboratively with Products, Services and Impact team
  - Lead on customer experience tools, managing customer expectations effectively inline with ever changing Products, Services and Impact team's capacity.
  - Work with the Marketing/Communications team to standardise the case study capture process.
  - Create programme outcomes/KPIs for all contracts and ensure delivery against each one.
  - Produce Quarterly Organisation-wide updates on small/medium programmes delivery and impact.

- Engage with Influential Stakeholders
  - Participate in prospective customer meetings to advocate for customer experiences.
  - Support Partnership working with key data and impact to be utilised cross departmentally for improving relationships and influencing key stakeholders.

## Person Specification:

This is an exciting and challenging role, at the heart of an agile organisation with a strong record and reputation, with the potential for real and profound change for children and young people. The role requires an individual who has direct experience of working across a broad range of the areas of responsibility identified above. Where an individual lacks specific personal experience of working in a particular area they would be expected to demonstrate evidence to support their potential to do so and an understanding of the factors that will drive success.

## Education, experience and knowledge:

Sound experience working in a service delivery/programme delivery position with all or most of the following areas:

- Sound experience and knowledge of customer experience and development of customer lifecycle processes
- Hands on experience of programme delivery
- Knowledge of budget monitoring and reporting
- A keen eye for detail, ensuring accuracy of data and a sound understanding of the importance of accurate contracts reporting
- Familiarity with business process improvement and comfortable working on problems that involve people, process and technology elements
- Familiarity with digital tools and platforms, such as Salesforce CRM, budget tools & GSuite.
- A passion for supporting mental health, social mobility and equity for children and young people.
- Programme impact evaluation experience
- Strong performer with attention to detail, creating and adhering to agile processes and quality performance so our programmes can have the biggest possible impact on children and young people
- A keen eye for administration, understanding its importance, identifying anomalies and being proactive in finding solutions.
- Experience of the education sector
- Right to work in the UK (essential)

## Skills and abilities:

- A highly proactive, excellent and confident communicator with a solution-focussed approach
- Strong communication, organisational, analytical skills
- Highly collaborative with the ability to distil complex issues/problems into lean solutions to meet all stakeholder needs.
- Proactive and innovative thinker with ability to develop ideas, set direction and then deliver
- Networking and relationship building experience across the education sector

- A solid understanding of the mental health needs of children and young people and the education sector
- Practical with a positive 'can do', 'hands-on' attitude
- Proficient information technology and communications skills
- Forward thinking and passionate about delivering change
- Ability to manage tight deadlines and changing priorities, engendering confidence in own expertise whilst showing willingness to reflect on and learn from the expertise of colleagues across the organisation
- Role model of the values and behaviours required by nurtureuk
- Good negotiation skills including diplomacy and partnership building

## Person Specification

	Essential	Desirable
<b>Professional /Education Qualifications</b>	<ul style="list-style-type: none"> <li>● A professional with proven experience in the specialised area of work outlined above</li> </ul>	<ul style="list-style-type: none"> <li>● Degree level qualification</li> <li>● Additional relevant programme management qualifications.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>● Sound experience in project/programme management across different income streams</li> <li>● Good experience of a not for profit/education environment</li> <li>● Proactive with excellent and inspiring communication skills</li> <li>● Strong administration skills</li> <li>● Experience of CRM systems such as salesforce</li> <li>● Budget reporting against forecasts</li> </ul>	<ul style="list-style-type: none"> <li>● Awareness and understanding of how current and relevant policies impact on education/funding</li> <li>● Understanding of working with a board and charity governance and reporting to meet these needs.</li> </ul>

<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>● A good knowledge of the education/charity sector</li> <li>● Excellent written communication skills, with the ability to adapt tone to suit different audiences and a strong attention to detail</li> <li>● Excellent interpersonal and networking skills, able to build positive relationships with internal and external stakeholders and leverage connections</li> <li>● Adept and writing and producing impact reports on activity</li> <li>● A good awareness of safeguarding procedures and data protection</li> </ul>	<ul style="list-style-type: none"> <li>● An appreciation and understanding of the impact of mental health, emotional and wellbeing upon children and young people learning</li> <li>●</li> <li>● Good understanding of and passionate about nurture.</li> </ul>
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>● Approachable, open manner</li> <li>● Collaborative team player</li> <li>● Excellent interpersonal skills (written and verbal)</li> <li>● Flexible</li> <li>● Self-Motivated</li> <li>● Creative thinker</li> <li>● Empathetic</li> <li>● Proactive approach to ongoing professional development</li> <li>● A commitment to the Six Principles of Nurture.</li> <li>● A passionate belief in the impact of nurture in improving the lives of children and young people</li> </ul>	
<b>other</b>	<ul style="list-style-type: none"> <li>● Up to date DBS</li> <li>● Data protection awareness</li> </ul>	

## Employee Benefits:

nurtureuk is committed to being an equal opportunities employer. We welcome applications from people from all backgrounds and with all different kinds of life experiences. We operate with an inclusive culture which is representative of the Six Principles of Nurture that we adhere to and promote through our work. We particularly welcome applications from male identifying candidates and candidates from a Black, Asian or other minority ethnic background as they are currently under-represented within the nurtureuk team. If you have the right skills for this role, we want to hear from you.

nurtureuk is a fully remote employer, and we operate with a strong culture and commitment of trust in the team. Nurtureuk supplies the resources necessary to create a comfortable working environment from

home. We allow for flexible working to be self-managed by the team, so they may work around their other personal commitments. We maintain a hybrid working space in central London (Tottenham Court Road) offering teams the optional opportunity to come together on an ad hoc basis.

All employees receive 25 days annual leave plus an additional day for each year of service, up to a limit of 30 days. This is in addition to all bank holidays and Christmas office closure. Nurtureuk pays 5% employer contributions to pensions and also offers a medicash employee benefits package. This includes cover for a virtual GP, routine dental and optical care, specialist consultations/diagnostics, complementary and alternative therapies, prescriptions, flu jabs and discounted gym membership. There is also access to a 24/7 Employee Support Service providing mental health and wellbeing support.

## About nurtureuk:

We are nurtureuk, an organisation dedicated to improving the social, emotional, mental health and wellbeing of children and young people. We've been at the forefront of the nurture movement for over 50 years, and today – with ever more children and young people affected by issues that can impact their learning – our work is more vital than ever.

## Our vision

A world where:

1. Child development isn't limited by lack of nurture in education
2. Adults working with and caring for Children and Young People are supported and equipped with evidence-based tools to help them flourish and learn

## Our mission

nurtureuk is dedicated to improving life chances of every child and young person by promoting nurture across the whole education system and beyond:

- We are proud of being a charity and driven by social purpose
- Children and young people's development is at the heart of everything we do
- We want to amplify the benefits of nurture for every Child and Young Person within and beyond the classroom
- We are evidence-based and practice-led in line with the Six Principles of Nurture

# The Six Principles of Nurture



Authors: Eva Holmes and Eve Boyd

## What is nurture?

The concept of nurture highlights the importance of social environments – who you're with, and not who you're born to – and its significant influence on social emotional skills, wellbeing and behaviour. Children and young people who have a good start in life are shown to have significant advantages over those who have experienced missing or distorted early attachments. They tend to do better at school, attend regularly, form more meaningful friendships and are significantly less likely to offend or experience physical or mental health problems. The nurturing approach offers a range of opportunities for children and young people to engage with missing early nurturing experiences, giving them the social and emotional skills to do well at school and with peers, develop their resilience and their capacity to deal more confidently with the trials and tribulations of life, for life.

## History

Nurture groups were the brainchild of educational psychologist Marjorie Boxall in 1969. Large numbers of young children were entering primary school in Inner London with severe emotional, behavioural and social difficulties, which led to unmanageable rates of referral for placement in special schools or for child guidance treatment. Boxall understood that the difficulties presented by most of these children were a result of impoverished early nurturing, meaning they were not able to make trusting relationships with

adults or to respond appropriately to other children. They were not ready to meet the social and intellectual demands of school life, which further damaged their already fragile self-confidence and self-esteem.

For more information please visit:

[www.nutureuk.org/what-we-do/introducing-nutureuk](http://www.nutureuk.org/what-we-do/introducing-nutureuk)