

Job Description

Job Title: Senior Programme Manager (Youth Outreach Programme)

Reports to: Head of Programmes

Directorate: Development

Job Purpose:

GamCare has received funding to expand our high-profile programme of work aiming to minimise gambling related harm to young people in Great Britain.

The Senior Programme Manager (SPO) will lead the Youth Outreach Programme's nationwide expansion, and ensure implementation, delivery and evaluation of the work is to a high standard, in line with timelines and budget.

The SPM will continue to strategically develop the Programme to ensure that impact is maximised, the programme is championed, both internally and externally, and that all aspects work effectively together and alongside GamCare's other services, programmes and operations. The post holder will seek out innovative development opportunities and use their significant networking skills to ensure the continued success of the programme.

Supported by a Youth Outreach Manager, Digital Communications Manager and a Northern Ireland Development Manager, the SPM will lead, coordinate and be responsible for all aspects of this expanding programme.

The SPM will also work proactively to ensure that the Programme works in a seamless and effective way with clinical teams who are developing a young person's support service.

Key Duties and Responsibilities

- Lead GamCare's Youth Outreach Programme, oversee its successful expansion and continue to strategically develop the Programme.
- Provide strategic oversight of the whole Programme, ensuring that it demonstrates impact and continues to attract funding opportunities.
- Hold accountability for the Programme operating within timescales and budgets, and for meeting the KPIs set by the funder.
- Establish and maintain relationships with networks of stakeholders to champion the programme and generate external support.
- Identify and pursue innovative development opportunities; leading the programme in lucrative new directions as opportunities arise.

- Manage the funder's expectations; keeping others in the organisation involved at strategic review points.
- Be the 'go to' expert on the programme topic and activities, championing them internally and representing GamCare externally on their underlying theory, principles and experience.
- Support the Head of Programmes by contributing to the strategic development of the Programmes Department and proactively working collaboratively and effectively with other programmes and GamCare services.
- Work closely with the Youth Treatment Service Manager to ensure that the development of youth treatment is informed by outreach and integrated into programme content, as well as driving appropriate referrals into that service.
- Provide line management to the Youth Outreach Manager, Digital Communications Coordinator and Northern Ireland Development Manager (and other roles if required by ongoing strategic developments), supporting them to deliver the nationwide expansion of the programme.
- Produce regular updates on the latest research and emerging evidence in the field and facilitate participation in research and connections to universities in respect to the youth work.
- Work with other project managers across the charity, to embed a culture of consistent and effective project management, supporting teams with theory and techniques enabling them to deliver more efficiently and effectively.
- Manage a range of stakeholders including third party providers, funders, trustees and other interested parties.

General Duties

- To maintain a professional appearance, ethic, and environment, and uphold GamCare's reputation, positively representing our values
- To work collaboratively within the team and facilitate good communication both internally and externally.
- To attend meetings as required, meet deadlines, and maintain professional service records.
- To proactively contribute to supervision, team meetings, and professional self-development.
- To work within professional boundaries, maintaining safety and appropriate confidentiality at all times.
- To ensure services are delivered in compliance with law, relevant policies, standards and guidance.
- To carry out responsibilities with clear regard to GamCare's Equal Opportunities, Equality and Valuing Diversity, Health and Safety, and other employee focused policies and procedures.

- To work flexibly, to undertake such other reasonable duties and responsibilities, across the whole service, and at any location within reasonable daily travel from your main place of work.
- To work flexibly to provide late working and weekend cover as required.

This is not an exhaustive list of duties and responsibilities and the post holder may be required to undertake other duties which fall within the grade of the post, in discussion with management.

Person Specification: Knowledge, Experience and Skills

Essential

Experience

- Strategy development
- Developing, delivering and managing a range of developmental projects
- Setting up complex projects or programmes, including in relation to planning and stakeholder engagement
- Leading several projects or briefs simultaneously, and cross departmental working
- Initiating, securing and maintaining buy-in from a variety of stakeholders
- Writing high level reports, and delivering presentations, for a range of audiences
- Involvement or input within business development, or income generation processes
- Working in the youth or health and social care, or other relevant field
- Working both independently and as part of team, prioritising workload demands
- Team or multiple line management and supervision

Skills

- Ability to innovate to steer a programme towards further success
- Developed communication skills in different formats, and for different audiences
- Strong written and report writing skills
- Strong networking skills
- Ability to work at pace, supported by strong organisational and planning skills
- Ability to work flexibly and agilely to meet changing demands and priorities, with a cross-organisational focus
- Ability to understand and apply best practice in organisational development and other key methodologies and structures
- Advanced IT skills – MS Office and Outlook, databases, spreadsheets, internet use

Desirable

- Minimum undergraduate degree level qualification in a related discipline (such as management, business development, research, health, psychology).
- Experience of gathering a range of data and assimilating it into key points for onward communication to a range of external stakeholders
- Evidence of some ongoing CPD that can be applied to the role duties
- Bid-writing or fundraising qualification or learning
- Project Management qualification
- Experience of working within the field of gambling or other addiction

The post-holder must be prepared to travel throughout the UK as necessary, including internationally if required. The role will require some travel to Northern Ireland in particular.