



Recruitment pack

We're looking for someone to join our team as Head of Programmes.

The Dalgarno Trust
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About Us

Thank you for your interest in this role at Dalgarno Trust.

The Dalgarno Trust is a community centre for people in North Kensington, London W10. We provide a safe, happy place to come for everyone in our local community, and we run projects and services promoting health, well-being and inclusion for all ages. We are the only community centre in the area, providing a range of services.

We work in partnership with multiple voluntary and statutory providers including the Royal Borough of Kensington and Chelsea, health, information and advice services.

Our programmes include

HealthWorks Enables – works in partnership with local BAME organisations to provide health and wellbeing projects for local people.

Dalgarno Youth Programme – after school and holiday clubs for 7-18 year olds.

Community Champions – activities for locals, from baby stay and play to sewing workshops, run by our local team of Community Champion and Maternity Champion volunteers.

Digital Champions – helps the digitally excluded to learn IT skills.

We also run a **Foodbank** every Thursday.

Our objectives are to

- Bring adults and children of all ages from diverse and disadvantaged backgrounds together, to help fulfill their potential and break the cycle of poverty, ill-health and deprivation.
- Offer a range of services for self-development. These include access to health and well-being awareness, education, training, and social and cultural opportunities.
- Create, develop and support a strong, inclusive, vibrant and active neighbourhood.
- Make sure that services, facilities and amenities are of the highest quality and accessible to all individuals and our community.
- Work for all members of the community. We are committed to inclusion and diversity for all.



About The Role

Job title: Head of Programmes

Salary: £37,000 to £42,000 per annum (FTE) depending on experience.

Hours: Full Time, 5 days/ 35 hours per week, with option to reduce to 4 days/ 28 hours per week.

Location: Dalgarno Trust community centre, W10 5QB. This will be your main office location, but you will be required to attend meetings or events at other locations from time to time.

Holidays: 28 days per year (including bank holidays.)

Contract type: Permanent

Reporting to: Chief Executive

Closing date: Sunday 6 October.

We are planning to shortlist on 9 October.

Interviews: Wednesday 16 October

This is a new role, working in a dynamic charity built on the aim of improving life for local people. We are a small, passionate team driving programmes to meet our community's needs in North Kensington.

You will be responsible for overseeing Dalgarno Trust's Programmes, and line managing our Community Champions Manager, Health Works Manager, Foodbank, Volunteer and Room Bookings Manager and Youth Programme Manager.

What you will be doing

Purpose of the job

- To maintain effective oversight of the delivery of a range of projects and programmes being managed by designated managers.
- To ensure performance management expectations are being met by each project and programme and reported to appropriate funders, including internal and external stakeholders.
- To provide leadership and direction to project and programme managers and work with other senior members of staff to achieve organisational goals.

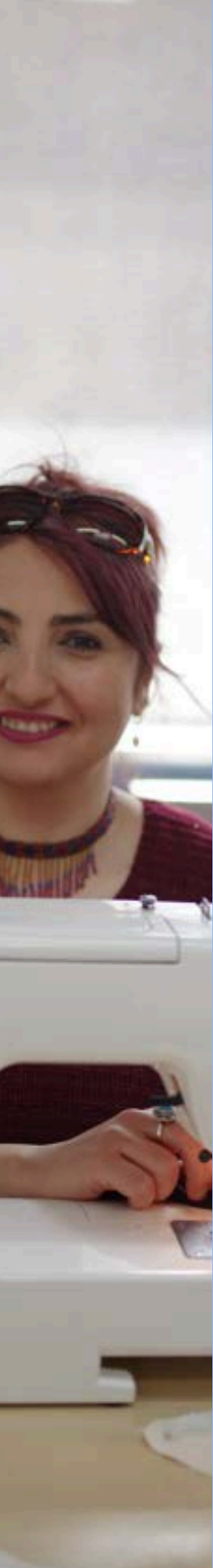
Duties and responsibilities

Service delivery management

- To keep abreast of key performance indicators expected to be measured and evidenced for each of the projects and programmes and keep under constant review the need for adjustments in processes to be able to achieve expected performance.
- To use Salesforce for monitoring and evaluating project outputs, outcomes, and impact for reporting to funders, including internal and external stakeholders.
- To support managers in understanding what information is required in terms of monitoring information expected by funders and the Board of Trustees.
- To develop and maintain a performance dashboard on all projects and programmes.
- To communicate performance information of projects and programmes (e.g. dashboard) regularly across the organisation and to internal and external stakeholders as directed by the CEO.

Human resources management

- To provide effective line management to designated staff, ensuring all necessary information about their time management, supervision records, leave arrangements, and other HR records (e.g. sickness) are up to date and available for management decisions and service delivery needs.
- To ensure performance targets, monthly one-to-one meetings, reviews, professional development plans are in place and in practice for each direct report.
- To work with other senior managers on creating management reports on workforce performance and development.
- To work with other senior managers and CEO to ensure organisational performance and service delivery information is helping achieve business development and growth.
- To provide leadership through coaching or other means to direct reports where this helps, is needed or achieves benefits for the individual and organisation.
- To promote and implement a culture that encourages proactivity among staff (e.g. learning from any potential failure and celebrating success).



What you will be doing

Compliance and assurance

- To take responsibility for the Quality Assurance Mark ISO 9001 and aligning the actions from the Management System with wider organisational activity.
- To take part in the annual audit of actions for ISO 9001 and ensure any new actions are logged and communicated across the organisation as appropriate.
- To ensure all strands of responsibility under each programme is compliant and meeting legal and policy expectations (e.g. health and safety, safeguarding, data protection etc.).
- To ensure that controls on procuring goods and services for the organisation are always in place securing value for money.

Strategic leadership and support

- To identify local and strategic issues pertinent to local communities and voluntary organisations.
- To influence/negotiate policies and ideas, projects and programmes of benefit to local communities.
- To effectively represent and where relevant and directed, form partnerships with organisations and / or external bodies, to develop growth opportunities.
- To contribute to maximising the income of the organisation by working with Head of Development and identifying opportunities and implementing necessary actions.

Other duties

- To support a culture of continuous improvement by suggesting, testing, and implementing ideas that help achieve this.
- To undertake any such other duties that are aligned with the nature of the job to meet the needs of the Dalgarno Trust and as instructed by the CEO.
- To adhere to the organisations equal opportunities policy, health and safety policy and all other Dalgarno Trust policies.

Person Specification



Requirements	Essential (E)/ Desirable (D)	Measured by
Qualifications and training		
Educated to Degree level or equivalent training	E	Application form
Evidence of continuous professional development	E	Application form
A project management qualification	D	Application form
Experience		
At least two years' experience of managing projects within a programme or different programmes.	E	Application form and Interview
Experience of managing project delivery staff, ensuring they are supported and achieve project and programme delivery targets.	E	
Experience of leading and communicating performance management of the delivery of funded projects.	E	Application form
Experience of working with monitoring and evaluation tools as required by funders and stakeholders.	E	Application form
Experience of staff development and leadership, including managing and leading a team to achieve results.	E	Application form and Interview
Experience of developing networks and partnerships, working across different sector and internal and external stakeholders.	E	Application form
Managing change in a challenging environment	D	Application form
Knowledge and understanding		
An understanding of the personal and social needs of people living in a multicultural inner-city environment.	E	Interview
Knowledge of risks associated with programme delivery and understanding of the different ways to mitigate these.	E	Application form / Interview



Person Specification



Requirements	Essential (E)/ Desirable (D)	Measured by
Knowledge of monitoring and evaluation techniques, and Customer Relations Management systems/processes to suit a range of different projects.	E	Interview
Knowledge of quality assurance marks or frameworks and the importance of remaining compliant with expectations.	E	Application form
A strong understanding of the role of performance indicators in project and programme management.	E	
An understanding of working in a culturally sensitive manner with minority ethnic communities.	D	Application form / Interview
Skills/Abilities		
Proven leadership, management and interpersonal skills.	E	Application form / Interview
Proven project management, planning and organisational skills.	E	Application form / Interview
Ability to manage competing priorities. multiple deadlines at the same time, whilst working under pressure.	E	Interview
Ability to remain calm and focused under pressure and deal with competing priorities	E	Application form
Ability to maintain a professional working relationship with staff, clients, volunteers and partner organisations.	E	Interview
Computer literate with proficiency in using Microsoft packages (MS Word, MS Excel, MS PowerPoint and Teams).	E	Application form
Excellent written and oral communication skills.	E	Test
Ability to work across organisational hierarchy to achieve strategic goals.	E	Interview
Other		
Availability to work occasional evenings and weekends.	E	Application form
Satisfactory Enhanced DBS Check.	E	Application form

How to apply



The application process

To apply send a completed application form to info@dalgarnotrust.org.uk by the date specified.

Your application form is very important, as the information you provide will be used in deciding whether or not you will be shortlisted for interview. This is part of our commitment to ensuring equal opportunities for job applicants.

Dalgarno Trust supports the principles of equality and diversity in employment and service delivery and aim to recruit and develop the best people for our jobs from as wide and diverse a pool of talent as possible. If you have accessibility needs, please let us know about any requirements you have.

Timeline for recruitment

Closing date: Sunday 6 October.

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Person Specification

The Person Specification is the list of criteria or requirements needed for the post. Please pay close attention to showing how your experience matches the requirements and demonstrating your abilities by giving examples. The strongest applications will show how candidates meet all of the criteria. Remember that voluntary work or work at home can be as valuable as paid employment.

Interviews

The interview panel will normally be formed of 2-3 staff members who will ask questions based on the values and competency required for the role. For some roles you may also be asked to participate in a task or presentation. Applicants will be informed of this ahead of their interview date. If you are not able to attend the interview, we cannot guarantee that an alternative date will be offered. The panel will consider requests for alternative dates as they arise.

For more information about Dalgarno Trust and our programmes and our policies please visit our website at www.dalgarnotrust.org.uk.

