

Job Description

Job title:	Programme Delivery Director
Group:	Education Services Group
Dept/Project/Service:	UK Contracts
Reports to:	TBC
Responsible for:	Programme Delivery Manager(s) Partnerships & Recruitment Manager
Usual office base:	Reading
Grade:	3

Job purpose:

Provide overall programme leadership for two new professional development programmes, leading the operational and partnerships & marketing teams, and coordinating inputs from the education team to deliver the overall programme results. Take direct responsibility for the management of client relationships, establishing and developing excellent relations with all internal and external stakeholders, and for the management of the deliverables of the contracts to ensure effective delivery which meets quality, deadline and budget Key Performance Indicators (KPIs) including participant recruitment, engagement and retention/completion; and organisational targets including impact, commercial performance and programme reach.

Job objectives:

1. Take the lead role in the implementation of the programmes within the organisational programme delivery framework and ensure they are delivered to a consistently high standard and meet the client requirements and expectations.
2. Work collaboratively with the client, delivery partners, key stakeholders and other experts to drive programme development, ensuring that work undertaken by Education Development Trust reflects client needs.
3. Represent the professional management of the programmes on behalf of Education Development Trust at all levels, including contract management meetings with the client, presentations and conferences, reference groups and partnership meetings, professional bodies and sector representatives in order to communicate key issues and develop the reputation of the programmes.
4. Build, lead and maintain a high capability team, focusing on a strong culture of continuous learning and knowledge sharing to ensure consistently high standards of delivery performance so that the programmes' aims and objectives are met and that the contracts are delivered on time and to budget.

5. Ensure team resourcing is constantly reviewed to align costs to projected income and work requirements.
6. Oversee the development of project management plans and systems to ensure contracts run to the required time, budget and quality requirements within the organisational programme delivery framework, including the CRM, data management and online learning systems.
7. Ensure that all contractual and internal KPIs are set and met and continuous improvements result.
8. Oversee strategic budget and financial controls with the relevant Programme Delivery Managers who will operate as the day-to-day budget holders for the programmes, ensuring Education Development Trust financial controls and reporting requirements are met.
9. Work with the Finance Coordinator to establish effective commercial forecasting systems, allowing managers across the programmes to make informed judgements on resourcing and expenditure.
10. Ensure the Programme Delivery Managers create meaningful and timely progress reports for the client and Education Development trust relating to project deliverables, impact measures and outcomes drawing on available management information and evidence.
11. Coordinate the Senior Education Advisers' inputs to ensure programme resource development activities proceed as contractually specified to ensure programme objectives are met and within budget.
12. Ensure there is a strong emphasis on continuous improvement, efficiency and value for money, with good financial and budgetary discipline maintained through clear accountability for financial controls and systems.
13. Contribute to the overall development of Education Development Trust's services through liaison with the Head of Delivery UK, other colleagues in the UK and overseas in line with the Education Services Group and UK strategy.

Scope: The Programme Director will be overall accountable for the educational, contractual and financial performance of two contracts, with an approximate minimum annual value of £4m. The post-holder will be required to travel to meetings with clients and partners around England including some overnight stays. The post is a senior role with significant responsibility and therefore may be expected to work unsocial hours at times of high programme pressure.

Person specification:

Knowledge

Essential:

- Educated to degree level (or equivalent) in a relevant subject area, with evidence of ongoing continual professional development
- In-depth knowledge of project management processes, including planning, resource, risk and budget management
- Qualification / accreditation in the use of a recognised structured project management methodology
- In-depth knowledge of MS Office project management suite and other relevant software and systems

Experience

Essential:

- Experience of working in or with the education sector
- Significant demonstrable experience of development and delivery of complex large scale education projects or programmes
- Proven experience of owning commercial programme budgets of a minimum of £2m per annum
- Experience with complex contracting models (e.g. payment by results)
- Experience of successfully operating in a political environment
- Experience of developing excellent relations with government clients
- Significant management experience, with experience of developing and leading multi-disciplinary teams
- Strong and successful financial and commercial experience of managing large contracts and budgets on behalf of government bodies

Desirable:

- Experience of working with national educational initiatives
- Strong personal networks within the education sector

Skills

Essential:

- The ability to think strategically
- Good interpersonal skills with the ability to manage complex, challenging and often politically sensitive relationships
- Sound commercial judgement / acumen
- Ability to manage and motivate people and teams to achieve targets and deadlines
- Track record of leading change within delivery teams, for example bringing through new systems and working practices within an organisational framework
- Excellent written and verbal communication skills and the ability to relate to a variety of people and organisations
- Highly effective user of information technology including digital project management tools, Online Learning Platforms and CRM systems
- Ability to prioritise and respond to work pressures and deadlines
- Effective problem solving skills and an ability to manage change

Competency Band: 2

Key Competencies for the role:

Our Values	Key Competency 1	Key Competency 2
Excellence - Creating and Leading Success	Creating value	Responding to change
Integrity - Supporting and Building Trust	Valuing views and needs of others	Communicating with impact and empathy
Accountability - Delivering and Improving	Delivering commercial outcomes	Driving performance
Collaboration - Engaging and Partnering	Engaging others to achieve goals	Influencing and negotiating

Job Family: Project Management

Education Development Trust is committed to safeguarding and promoting the welfare of children and adults whom we work with and come into contact with around the world. All applicants are subject to thorough screening and for applicable roles, successful candidates are subject to relevant criminal record checks with national police authorities or the UK's Disclosure and Barring Service.