



www.sufra-nwlondon.org.uk

Registered Charity No. 1151911

Programmes Manager

Salary:	£33,000 to £38,000 per annum pro rata
Hours:	4 or 5 days (32 or 40 hours/week)
Annual Leave:	5 Weeks + statutory holidays
Responsible to:	Director
Responsible for:	Programme Staff
Location:	Stonebridge, London Borough of Brent

Sufra NW London is a Community Food and Support Hub that provides a lifeline to people in crisis – including families living in extreme poverty and people who are vulnerable, homeless or socially isolated. We provide them with the food and support they need to survive, empower them to learn new skills and improve their wellbeing, and help them to find work and become financially stable.

We are recruiting a Programmes Manager to join our Senior Leadership Team and oversee the design and delivery of a broad portfolio of Programmes that supplement our busy food aid services and empower our guests to gain independence and financial security. These include a welfare advice service, a resettlement programme for asylum seekers and refugees, accredited vocational skills training courses, and Community Garden initiatives. You will have significant ownership over your work, enabling you to thrive and grow your talents in a collaborative environment alongside a supportive team of colleagues.

This is an immensely rewarding role working in a dynamic charity built on an ethos of sharing, hospitality and inclusivity. We are looking for an exceptionally committed individual who is willing to go the extra mile and has flexibility to work during evenings and weekends when necessary. He/she will show creativity and innovation in community-based programming, building community and donor relationships and strengthening the charity's integrated services.

This is a fulltime position, but we will consider a shorter working week (between 32 – 40 hours a week) with flexible working for the right candidate.

We offer a wide range of employee benefits including –

- Excellent annual leave entitlement
- Pension scheme
- Employee Assistance Programme
- Death in Service benefit
- Flexible working
- Opportunities for training and professional development

To apply for this role, please submit a CV, Covering Letter (no more than 1 side) by email to admin@sufra-nwlonon.org.uk, and complete our Equal Opportunities Form found [here](#).

DEADLINE FOR APPLICATIONS: The deadline for applications is Thursday 7th July, with interviews being carried out on a rolling basis.

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More about Sufra NW London

Based in the London Borough of Brent, our core work focuses on providing emergency food aid to vulnerable individuals and families. However, the food aid we provide acts as a gateway to enable our service users to access a wider range of programmes and activities designed to address the root causes of poverty and homelessness.

Our services include:

Food Bank: Last year, we distributed emergency food aid to around 9,500 recipients who cannot afford the basic cost of living. Access is strictly by referral from one of our 60 registered local referral agencies.

Community Kitchen: We serve a freshly cooked three-course vegetarian meal every Friday evening. Referrals are not required; the service is open to the community. Last year we served over 2,000 meals, mainly to people who are homeless, socially isolated, or food bank users.

Welfare Advice Service: Our Advice Worker helps people address the underlying problems that led them to our Food Bank – such as benefit disruptions, housing problems and other financial difficulties.

Food Academy: An AQA accredited 6-week cookery course that teaches young people about nutrition and healthy eating as well as food preparation and kitchen skills. The course is designed to increase community cohesion, reduce social isolation and improve health and wellbeing

Refugee Support: Our Refugee Resettlement Programme helps refugees and asylum seekers access the housing, healthcare, training and jobs they need to build a new life in the community.

Employment Training: We regularly run accredited courses designed to empower the long-term unemployed to find work by gaining professional skills and experience.

St. Raphael's Edible Garden: We've turned an abandoned space on the estate into a Community Garden, where we offer horticulture courses and volunteering opportunities for local residents and people with additional mental/physical health needs. The space includes a tipi, a wildlife pond, a chicken coop, an orchard and an abundance of raised growing beds.

Each of these services is designed to lead vulnerable people on a personal journey from crisis to economic stability, social inclusion and active participation in the community. We rely heavily on our team of around 100 dedicated volunteers to ensure that we can deliver our services, and we work closely with many faith communities, schools, businesses, and voluntary sector organisations that support our work.

Job Description

Main Duties & Responsibilities

Responsible for the effective design, delivery and monitoring of all programmes, in line with the organisation's ethos, vision and mission.

Programme Design

- Consult service users (guests), volunteers and colleagues to design creative programmes with clear objectives and demonstrable impact.
- Develop engaging activities for our guests in collaboration with partners and key stakeholders.
- Source partners and service providers to achieve maximum impact and value for money.
- Establish a robust monitoring and evaluation framework.
- Create beneficial links between programmes and Sufra's Food Aid services.

Delivery & Management

- Build relationships and partnerships that advance programme delivery and improve Sufra's reach and expertise.
- Lead risk assessments and partnership agreement processes.
- Prepare and maintain schedules for programme activities and events.
- Provide line management and coaching to programme leads on the implementation of programmes and provide support with operational challenges and decision making.
- Prepare monitoring reports for funders and meet Board level quarterly reporting requirements.
- Represent the charity at stakeholder level meetings such as council departments, voluntary sector partners and other significant stakeholders.
- Oversee the collection of quality data using appropriate MEAL tools and Advice Pro, and ensure all data collected follows GDPR guidelines.
- Ensure the organisation maintains a positive and inclusive culture that is underpinned by the charity's strong ethos and values.

Programme Development

- Maintain high standards of governance in programming and lead on the development of programme related policies and procedures.
- Stay abreast of changes relevant to the sector and share knowledge with colleagues and partners.
- Support fundraising staff to draft and review compelling proposals for funding and ensure that resource requirements are adequately communicated.

- Support staff and volunteers to implement new proposals and increase capacity to enable organisational change and growth.
- Promote a partnership approach to working with local voluntary sector organisations.
- Lead on the development of Community Engagement themed initiatives.

Management

- Ensure programmes are adequately resourced and manage the HR recruitment cycle.
- Develop department workplans in consultation with the team.
- Line-manage programme leads in line with the organisation's performance management framework.
- Organise and attend regular team meetings.
- Motivate and inspire a team of staff and volunteers.
- Contribute to the development of long-term strategic planning in collaboration with staff, volunteers and trustees, and in consultation with wider stakeholder groups.

Monitoring & Evaluation

- Review the charity's case management system on a regular basis to ensure that staff and volunteers consistently maintain up to date records of user engagement.
- Prepare statistical analyses of programme delivery outcomes on a quarterly basis to monitor progress and continuing relevance, and ensure that recommendations are followed through and implemented.
- Develop imaginative and engaging ways of obtaining feedback and case studies from guests.
- Systemise evaluations and ensure learnings are incorporated in programme design and activity planning.

Financial Management

- Budget holder responsibility for programme budgets including approval and monitoring of spend.
- Develop budgets for new activities and programmes.
- Support the Senior Leadership Team with the annual budgeting process.

Other

- Undertake any reasonable duties to ensure successful operational management of the organisations services and programmes.
- Actively contribute to the Senior Leadership Team to help drive the organisation to achieve its strategic objectives.
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Person Specification

Competency	Specification	Essential	Desirable
Education	Educated to degree level		✓
	Relevant Qualifications in Project or Voluntary Sector Management		✓
Experience	Project & Service Management (minimum 3 years)	✓	
	Staff Recruitment, Supervision & Appraisal	✓	
	Financial Management of Project Budgets		✓
	Monitoring & Evaluating Social Outcomes	✓	
	Development of Systems, Policies & Procedures	✓	
Knowledge	Regulatory Requirements (including Safeguarding, Health & Safety and Data Management)	✓	
	Local Networks (including the public and voluntary sector landscape)		✓
Skills & Abilities	Leadership Skills	✓	
	Excellent Written & Oral Communication Skills	✓	
	Ability to Work Professionally & Create Positive Working Relationships	✓	
	Advanced IT Skills (Microsoft Office Applications)	✓	
	Problem Analysis, Trouble Shooting and Conflict Management	✓	
	Networking & Partnership Building		✓
Attitude	Honest and Trustworthy	✓	
	Positive, Friendly & Hard-working	✓	
	Willingness to Engage in Further Learning	✓	

	Commitment to the Values of Sufra NW London	✓	
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The post is subject to a probationary period of 6 months.