

Job Description

Strategic Programme Manager

Background

The Parish Support Team is made up of the staff and volunteers of a charity called the Norwich Diocesan Board of Finance Ltd (NDBF). The core purpose of the charity is to serve the local parish mission and ministry of Church of England churches, schools and chaplaincies across Norfolk and Waveney, collectively referred to as the Diocese of Norwich.

The Parish Support Team operate from Diocesan House in Easton, on the outskirts of Norwich, offering a broad range of services that encourage, enable and empower those colleagues active in local parishes. The main areas of work include support for local mission and ministry, finance, GDPR and data, communications and safeguarding services.

The team works in support of the Diocesan Vision - Transformed by Christ: Prayerful, Pastoral, Prophetic. A programme framework has been developed to oversee progress towards this vision in a range of areas including mission and ministry, church buildings and net zero carbon work. Strategies and work plans are under development in each of these areas that will result, subject to funding applications to the national church, in a £multi-million programme to grow the impact of the Church of England across Norfolk and Waveney. Reporting to the Director of Mission and Ministry, the Programme Manager will co-ordinate strategy development and oversee the resulting programme delivery, with particular attention to the mission and ministry strategy.

Purpose of the role

To support the development, and lead the programme management, of a portfolio of projects aligned to diocesan and national church outcomes that will significantly increase the impact of mission and ministry efforts across the Diocese of Norwich.

Key working relationships

Line manager	Director of Mission and Ministry
Positions managed	Mission Development Officer, Mission Support Officer, Mission Engagement Officer, Project Administrator
Relationships	Mission and Ministry team Data Analyst Diocesan Communications team Members of the Senior Leadership Team Parish Support Team Colleagues Bishops of Norwich, Lynn & Thetford Archdeacons of Norwich, Norfolk and Lynn Clergy and laity of the Diocese Senior Vision and Strategy Consultant, Church of England

Main duties and responsibilities

Strategic programme development

- Supporting the Director of Mission and Ministry and the Bishop's Staff Team to develop a strategic framework to enhance Christian mission and ministry in the diocese, contributing to a coherent and targeted approach that is measured against clear, measurable, attainable, costed and reviewed outputs and outcomes.
- Facilitate the effective functioning of a governance framework for our programme, being ready to adapt it as required over the course of the programme, to include effective planning, monitoring, risk management and budget control.
- Identify gaps in resources and where existing resources can be flexed, discuss these with the Director of Finance and budget holders.
- Further develop and maintain standardised strategic project management tools to foster consistency across projects, including implementing the mechanisms by which lead and lag measures can be tracked.
- Foster a culture of continual learning and improvement including identification, documentation and sharing of opportunities for learning from projects.
- With the support of the Data Analyst, contribute to obtaining and utilising qualitative and quantitative data to inform our strategic approaches.

Programme management

- Day to day management of the programme, proactively monitoring overall progress and ensuring that individual projects and the overall programme deliver to the appropriate quality, time and budget.
- Coordinate and facilitate day to day implementation of work, resource procurement and impact analysis.
- Manage and resolve any risks and issues that arise and, following appropriate consultation, initiating corrective action as appropriate.
- With the support of the Mission Support Officer, effective co-ordination of all mission and ministry related projects and their interdependencies within the programme.
- Develop and facilitate third party contributions to the programme (partners, other agencies, consultants etc).
- Report progress of the programme at regular intervals to the Bishop's Staff and Bishop's Council of Trustees, including tracking the delivery of outputs and outcomes
- Work with project managers and leaders of initiatives to develop plans for their areas of work, attending key meetings as necessary.

Communications and resourcing

- Work closely with senior colleagues and the diocesan communications team to develop, monitor, and deliver an engagement plan that achieves local ownership of Christian mission related plans that align with strategic mission intentions.
- Proactively seek out and share good news stories and build on positive feedback received.
- Identify any barriers/ resistance to change and act to resolve them.
- Actively support a culture of creative collaboration, drawing in diverse voices and contributions that enable innovation and positive change.
- Co-ordinate development of successful applications for national church funding in consultation with the relevant diocesan working group, Bishop's Staff and Bishop's Council of Trustees, and internal and external stakeholders.

- Be largely self-serving in terms of administration support.

Resource procurement and financial management

- Along with the Director of Mission and Ministry, work closely with the Church of England Vision and Strategy Consultant and the paid diocesan Strategy Consultant to ensure that the strategic development framework is aligned to the approach required for funding applications and funder monitoring reports.
- Contribute to the completion of successful funding applications to support the programme.
- Monitor the programme budget, including expenditure against the outcomes to be realised, highlighting concerns, and adapting to changing circumstances, as required.

Leadership

- Proactively support the Christian ethos, core purpose and values of the charity in seeking to empower and enable the Church of England's Christian mission and ministry in local communities.
- To engage in Christian devotional inputs and prayers as part of internal meetings (and potentially lead, with support given if needed) and with key stakeholders such as diocesan clergy and lay leaders.
- Provide line management supervision for the mission team.
- Operate as a senior manager within the charity, supporting other project work as required.
- Proactively contribute to enhancing an inspiring organisational culture built on a positive values base that is exhibited in the behaviours of all our team.

Person Specification

Qualifications and experience	Essential	Desirable
Educated to degree level or equivalent.		X
Programme and project management certifications or substantial experience of managing programmes and projects in a complex environment.	X	
Experience of enabling organisational change through programme management and embedding these changes firmly in an organisation.	X	
Proven experience of successful bid writing and funding applications.		X
Proven experience of leading large scale engagement programmes featuring a diverse range of stakeholders from different disciplines and with differing viewpoints.	X	
Skills		
Strong leadership and influencing skills, with the ability to bring order to complex situations and find innovative ways of solving or pre-empting problems.	X	
Change management skills and the ability to promote good practice, deal with conflict and address any barriers or resistance to change.	X	
Strong written and verbal communication skills, including the ability to present credibly to senior leadership teams and tailor words and pictures to enthuse and inform, including Christian audiences.	X	

Qualifications and experience	Essential	Desirable
Exceptional interpersonal skills and the ability to manage relationships through listening, influencing, negotiating, collaborating and liaising.	X	
IT skills including a good standard of Word, Excel and use of internet applications.	X	
Competencies		
Good knowledge of techniques for planning, monitoring and controlling programmes and projects, including risk and issue management.	X	
Ability to think strategically and act pragmatically; able to produce detailed plans and deliver results without losing sight of the strategic context.	X	
Ability to work to tight time scales.	X	
Ability to model high levels of personal effectiveness in a way that inspires and motivates others.	X	
Aptitudes & personal qualities		
A desire to serve the church in the Diocese of Norwich and be passionate about us being Transformed by Christ - prayerfully, pastorally and prophetically, living out this way of being through interactions, influence and leadership.	X	
Understanding of the organisational structure, breadth and dynamics of the Church of England and passionate about the promotion of the Christian faith through the local church.		X
Circumstances		
Willingness to work outside of office hours of 9am-5pm. The role involves occasional attendance at meetings and events at a range of venues around the Diocese, including on weekends, early mornings or late evenings, as well as the ability to be away from the Diocese on occasional residential activities. Notice will be given of these and time off in lieu is available.	X	
Current driving licence and have a car available for travel throughout Norfolk and Waveney.	X	

Summary of Terms and Conditions

Role	Strategic Programme Manager
Responsible to	Director of Mission and Ministry
Hours	35 hours per week. Consideration will be given to applicants wishing to work part-time (a minimum of 28 hours per week)
Pension	Enrolment in the NDBF defined contribution scheme a contributory scheme with an 5% contribution by NDBF and 3% by the employee, plus in-service life cover.
Annual Leave	25 days plus 8 public holidays, plus fixed days between Christmas and New Year. 3 additional days after completion of 5 years' service.
Term	This is a fixed term role for 2 years with the potential for continuation, subject to funding. Probationary period will be 6 months.
Notice Period for both employee and employer	1 month notice by employee during probation period, 3 months afterwards
Base	Diocesan House, 109 Dereham Road, Easton, Norwich, NR9 5ES You may also be required to work at other locations within the Diocese of Norwich in line with the requirements of your role. Hybrid Working may be considered (up to a maximum 40% of working time potentially undertaken from home).
Contract	The contract of employment will be with the Norwich Diocesan Board of Finance (NDBF)
Status	The successful applicant will need to show proof of right to work in the UK and a basic DBS check before taking up the post.