

**Job Title:** Fundraising Programme Manager  
**Reporting to:** Head of Excellence & Growth  
**Directorate:** Fundraising  
**Direct Reports:** 1

**Job Band:** Band 2  
**Team:** Fundraising – Excellence & Growth

## Job Summary

A key role within the Fundraising Directorate, you will act as the key programme/project manager supporting delivery of a change programme to achieve significant income growth across Fundraising Directorate. Working across Fundraising leadership team, oversee key cross directorate and organisational change projects, identify internal dependencies and manage those appropriately.

The Programme Manager is responsible for supporting the execution of the overall Directorate business plan, through effective oversight of delivery, managing key projects, proactive problem solving and hands on project management where necessary to deliver key priorities. You may, when required, also assist in the management of major and high-profile programmes that have significant and broad organisational impact, as well as standalone projects of varying complexity. You will manage the implementation of new solutions and changes within the Fundraising Directorate through strong business relationships and robust project and programme management.

## Key Responsibilities

- Support key areas of the directorate in the collaborative, dynamic planning process, prioritising the work that needs to be done against the capacity and capability of the team, aligning functional plans to overall Directorate plans and ensure a focus on achieving SMART objectives. Act as a proactive partner to help challenge colleagues on their requirements during planning/initiation phases.
- Assist functional departments in the development of business plans, business change requests, business cases and option papers in support of business changes.
- Recommend project management approaches for key strands of work. Offer advice and guidance in areas such as Project Management/Work Stream Methodologies to use and how to use them.
- Gain and maintain an active understanding of the business and the organisations technology strategies and direction and use knowledge to suggest proposals for future plans.
- Form and manage effective relationships with key business stakeholders. Communicate to and interact with senior stakeholders as required.
- Regular tracking of the status of key projects and business-as-usual work-streams to ensure delivery of the Directorate plan. Report on progress against key milestones and assess the impact of any slippage on outcomes and submit regular Highlight Reports to the Director.
- Ensure robust and effective governance to SJA standards, control and reporting is maintained for all assigned programmes and projects. Agree robust project/programme plans, resource plans, and key milestones for assigned work.
- Project manage key Directorate projects, including stepping in to address any potential failure, ensuring all team members understand their roles; ensuring project objectives and requirements are understood and met. Provide a point of escalation for individual projects and support for managers within a programme.
- Manage risks, issues, and change, escalating & proposing possible solutions where necessary to the Director.
- As required, work with the Planning and Performance Business Partner and Head of Strategy and Digital Transformation to identify external dependencies across the Directorate Plan
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder
- Champion and exemplify compassionate leadership and St John values
- Engage, involve and empower St John People in problem-solving and improving the organisation
- Actively promote diversity and a variety of perspectives across the organisation
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

## Important things you need to know about this job

- Be able to work on your own initiative
- Be willing to adapt and learn new skills
- Be willing to travel

## Our Values and Commitment to Equality, Diversity and Inclusion

- Our Values spell HEART which stands for Humanity, Excellence, Accountability, Responsiveness and Teamwork.
- Everyone who works at St John needs to be familiar with the HEART values and exemplify them.
- We are committed to being an organisation that is inclusive and welcoming of individual differences while championing equality of treatment and opportunity.

## Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
<b>Education and Qualifications</b>		
Educated to GCSE level or equivalent (Grade C / 4) including Maths & English, minimum 5	✓	
Degree in relevant subject (Business Planning or Management, Finance Planning etc)		✓
Project Management qualification		✓
<b>Experience</b>		
Experience of managing large and complex solution delivery projects or programmes	✓	
Experience of implementing business change projects	✓	
Experience of managing relationships with senior stakeholders in an organisation	✓	
Experience of building strong and effective relationships with peers, stakeholders, customers and partners	✓	
Experience of working within a not-for-profit environment		✓
<b>Skills, knowledge and abilities</b>		
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	
Ability to use Microsoft applications at intermediate level	✓	
Ability to build positive relationships with senior stakeholders and manage their expectations	✓	
Ability to manage and plan resources against a prioritised portfolio of projects/work	✓	
Ability to apply financial and business acumen to assess, prioritise and manage work	✓	
Capable of delivering large and complex change involving significant technology, process and people impact	✓	
Capable of leading and managing several teams, in various locations	✓	
Knowledge of Raiser Edge or similar CRM databases		✓
Role model a values-driven approach	✓	
Demonstrate a compassionate and emotionally intelligent leadership style	✓	
Be open to feedback and the learning that comes from it	✓	
Be prepared to take action when poor behaviour is observed	✓	
Be willing and able to exemplify the HEART values	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: FM

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## How to Apply

Please send a copy of your CV and a cover letter to Suzie Spooner at [suzie@aawpartnership.com](mailto:suzie@aawpartnership.com).