

Programme Manager
Job Description
www.sound-seekers.org.uk

Job Title: Programme Manager
Location: London
Reporting to: CEO
Contract: Full time, Permanent
Salary: £33,000 - £35,000 (depending upon experience)
Closing Date: 3rd June 2018
Interview Date: 22nd June 2018

Summary

Sound Seekers (The Commonwealth Society for the Deaf) is a small charity based in London working in some of the poorest communities in our countries of operation, which include Malawi, Zambia, The Gambia, Sierra Leone and Cameroon. Our mission is to support people with hearing loss realise their rights by enabling access to healthcare and education. We partner with major hospitals, health service providers and schools to establish sustainable hearing care services and improve the quality of education for children with hearing loss. We also work with families and communities to advocate for equal opportunities for people with hearing loss and address the stigma and discrimination associated with hearing loss.

Job Purpose:

To lead the implementation, development and management of Sound Seekers' projects currently running across five countries in Africa and be the main point of contact for Sound Seekers' programmes.

Key Responsibilities

1. Programme Management and Development

1.1 Programme delivery

- Oversee the delivery of all projects, working closely with local partners in countries of operation.
- Oversee the setting-up of new projects, including supporting the recruitment of project staff, developing monitoring and reporting systems and project documents.
- Track project activity and expenditure, ensuring project progress and spend.
- Work with Sound Seekers Finance and Office Manager to manage transfer of funds to projects to ensure good cash flow management and compliance with internal processes.
- In consultation with the Fundraising team, ensure compliance with donor agreements.
- Provide guidance and support both remotely and through regular programme visits to project teams and local partners on all aspects of project management.

- Coordinate procurement and distribution of audiology equipment, hearing aids and batteries for the projects.

1.2 Monitoring, Evaluation and Learning

- Maintain effective monitoring and learning systems which measure and demonstrate the impact of Sound Seekers' work.
- Assist partners in establishing and maintaining effective monitoring systems that adequately capture required information.
- Comply with donor requirements for project management, reporting and risk management.
- Review and revise monitoring, evaluation and learning frameworks in line with emerging programme needs and developments.
- Coordinate external evaluations and any targeted technical assistance to projects, including identifying and managing external consultants.
- Promote internal and external shared learning of programme results and impact.
- Plan and manage quarterly Programmes Committee meetings in coordination with the Chair of the Programmes Committee and the CEO.
- Ensure quality reporting to the Programmes Committee and the Board of Trustees every quarter.

1.3 Programme planning and development

- Together with the Executive Team, agree annual priorities for programmes work in support of the organisational strategic plan and related processes.
- Work closely with in-country teams and partner organisations to identify emerging issues and innovations that ensure continued growth and improvement of Sound Seekers' work.
- Work closely with the Executive Team and in-country teams on scoping for international and in-country expansion.
- Support the Fundraising team in developing high quality applications to donors.

2. Volunteer and Project Staff Management

- Plan and coordinate staffing and volunteer support needed for successful and effective delivery of Sound Seekers' projects in country.
- Line manage volunteers and project staff.
- Provide pastoral care and ensure adequate pre-departure briefing and de-briefing following completion of volunteer assignment.
- Conduct regular performance reviews of project staff and volunteers in line with internal policies and procedures.
- Support the Finance and Office Manager in coordinating logistic arrangements (including flights, visas, etc.) for volunteers.

3. Networking and Representation

- Serve as Sound Seekers' primary contact for the programmes for internal communication and coordination.

- Ensure good working relations and regular structured communications with key stakeholders such as local partners and project teams.
- Represent Sound Seekers at events, conferences and stakeholder meetings in the UK and internationally as directed.
- Oversee and support the development of relations with partners, including governments, civil society organisations, local NGOs and international agencies.

Person Specification

The successful candidate will fulfil most, if not all, of the following criteria:

Education and Qualifications

- Relevant degree / Masters or equivalent experience

Essential Knowledge and Experience

- At least five years experience in managing projects/programmes in international development including experience of successfully managing large, complex and multi-donor grants.
- Experience of successfully managing relationships with a variety of internal and external stakeholders.
- Knowledge and experience of a variety of institutional donors particularly DFID and JOA including grant compliance regulations, financial control procedures and risk management and reporting.
- Strong financial management skills and a proven track record in preparing budgets and financial monitoring and reporting.
- Demonstrable experience of developing and implementing monitoring systems including data collection tools.
- Line management experience particularly remote line management.
- Ability to negotiate and influence to get results.
- Excellent verbal and written communication skills in English.
- High capacity for work output to meet tight deadlines and multiple priorities.
- Excellent problem-solving skills and resourcefulness.
- Excellent interpersonal, communication and presentation skills.
- Proficient in use of MS Office products (particularly Word, Excel and Powerpoint).
- Ability to travel to countries of operation in Africa for up to 12 weeks a year.

Desirable

- Experience of implementation of projects within the health and/or disability sector
- Knowledge of disability particularly hearing loss in Africa
- Experience of remote management of staff and projects
- Experience in fundraising/business development

How to apply

All applications need to be received by **3rd June 2018** and should be sent to hr@sound-seekers.org.uk

Please put '**Application for the post of Programme Manager**' in the subject box of your email.

Applicants must have right to work in the UK and should submit:

- A CV, which should demonstrate the skills, aptitude and experience outlined in the person specification, together with contact details and the names and addresses of two referees.
- A covering letter (no more than two sides of A4) explaining your suitability for the post and why you want this post.

Short-listed applicants will be invited for interview on 22nd June 2018 at Sound Seekers' office at UCL Ear Institute, 332-336 Grays Inn Road, London WC1X 8EE. If you have not heard from us by 6.00pm on 11th June, you should assume that you have not been selected for interview.