Job Title: Programme Manager

Role summary

The Maudsley Charity is looking for a Programme Manager to join our recently established Programmes Team. The Programmes Team is focused on increasing and targeting the Charity's impact by drawing on our ability to make grants from our endowment, to support and connect grant award holders, and to share learning and evidence.

The Programme Manager will be directly responsible for holding relationships with a portfolio of award holders who want to make a significant impact on mental health issues through their work. The role will proactively develop strong and transparent working relationships with current applicants and potential applicants, to support them in their work. The role will be responsible for day to day decision making, contact, coaching and monitoring of the portfolio and will work closely with the Director of Programmes and Communications colleagues to look for opportunities to amplify the impact of individual award holders' work. This may be through commissioning support or developing events and communications.

About the Charity

The Maudsley Charity works in partnership with South London and Maudsley NHS Foundation Trust and the Institute of Psychiatry, Psychology and Neuroscience (IoPPN) at King's College London to promote positive change in the world of mental health. We support innovation, research and service improvement, working with patients and families, clinical care teams, researchers and community organisations with a common goal of improving mental health

We give grants, which range from multi-million pound clinical and research initiatives intended to drive change across the UK, to smaller scale projects directly supporting people who experience mental illness. We have a specific focus in our work on the needs and challenges of those who have experienced, or who are most at risk of experiencing mental illness.

The Programme Manager will join us at an exciting time when we are setting our focus themes for our recurrent funding programmes over the coming 3-5 years and will offer a tangible opportunity to help make a difference to those affected by mental health issues.

About the Programmes team

The Maudsley Charity is currently entering a new phase of programme development where we are modelling new ways of working with award holders to develop evidence and increase impact. As part of this process we are also developing a closer focus and better understanding of the areas where we can make the greatest impact which we hope will support a more targeted way of working.

We are a small and ambitious team and we are aiming for excellence in our grantmaking processes, building on our connections and providing appropriate grantee support in order to increase our overall charitable impact. This means that we look to build connections, develop common evidence, data and find the compelling stories within our award holders' work.

We are looking for a programme manager who is excited about the journey we are going on, and who is willing to work collaboratively and to iterate learning as we go along.

We are unusual in that our endowment allows us to operate as a semi-independent foundation in mental health and as an NHS mental health charity. Our key NHS Partner delivers statutory services across four inner London boroughs. We also have a close partnership with a world leading academic specialist research centre at KCL (IoPPN) and a range of community organisations across south London.

Role Details

South London- Denmark Hill – currently home based
4 or 5 day/week role : Permanent
£38-46k p.a.
Reporting to: Director of Programmes

Overall Purpose

The Programme Manager will work closely with the Director of Programmes to manage a portfolio of award holders at all stages in their journey, from initial engagement and selection; to award, delivery and development; through to impact capture and communication of learning. The role will work collaboratively with colleagues across the Charity's small team to allocate funding effectively, iteratively develop strong processes for managing funds and in supporting award holders to capture and share learning. The role needs to be collaborative and flexible as responsibilities and tasks will vary according to the cycle of grantmaking and communications. This will involve working across the wider Maudsley Charity including finance and communications teams as well as liaising with external partners and award holders. The post does not have any direct reports.

Programme Manager : Purpose and responsibilities

Management of a portfolio of grant award holders
To manage and develop a portfolio of grant award holders including those carrying out ground-breaking innovation and improvement work; this will include setting up and maintaining appropriate communication schedules, monitoring and identifying areas for development and identifying opportunities to link work or build on learning to increase overall impact.

To build positive and open relationships with grant award holders, providing guidance, reflecting on challenges and problems, and sharing knowledge and learning

To work closely with the Director of Programmes to continuously improve our funding allocation methods and processes to ensure they are robust, accountable and inclusive

To identify, develop and implement systems and processes to produce excellent interactions with award holders and grants processes

To work with the Programmes team to administer grant making through the SmartSimple award system.

Develop the impact of grant award holders
To refine and develop our approach to providing additional support for award holders to help increase their impact.

To develop a wider understanding of the challenges and opportunities faced by our award holders in generating impact and to co-develop strategies and plans to help overcome them

To work with the Director of Programmes and wider team in developing monitoring systems and capturing the impact of Maudsley Charity through its grantmaking, events and communications.

To work with Programmes Team colleagues to develop the Charity's approach to grant monitoring and impact capture

Collaborate across the Charity

To work with our finance team to ensure funds are accounted for in a clear and timely manner.

To collaborate with communications colleagues and external experts on designing and delivering content for events and workshops that support the Charity to connect and develop award holders' work

To develop links with fundraising colleagues where relevant to furthering our mission

To contribute to the development of thematic focus areas for the Charity by taking part in scoping and research activities as part of engagement with stakeholders and wider team.

To collaborate and pitch in effectively to develop and improve the work of a small team who are focused on increasing positive outcomes for those affected by mental health conditions.

Experience

Essential

- Strong experience of managing a portfolio of projects/ relationships/ grants
- Experience of providing support to projects that aim to achieve social impact (Whether in the form of direct support, coaching and brokerage or signposting)
- Direct involvement in running decision making processes for grant-making and funding allocation
- Some experience and understanding of funding call design, application assessment, decision making and due diligence

Desirable

- To have worked in an innovation and improvement environment
- To have contributed to development of evaluation and impact approaches
- Sharing knowledge and learning eg systems, learning events, conferences etc
- Engagement across a range of sectors
- Connection to health and social care context, particularly mental health
- Exposure to user centred design methods

Skills & Competencies

Essential

- Ability to take day to day judgement calls and make recommendations fairly and openly
- Multi-tasking – able to balance a portfolio of work and priorities independently and proactively
- Strong planning and organisational skills, with the ability to prioritise and proactively complete a range of tasks to a high standard
- Financially literate, able to interpret budgets and forecasts
- Strong IT skills, with competence in Outlook, Word, Excel and PowerPoint (Mac preferred), use of databases to process information and electronic communications
- Strong communication skills able to adapt to a variety of stakeholders

Desirable

- Tracking and prioritising information consistently across a portfolio of projects, including financial information
- Training in areas relevant to impact capture; evaluation methods, primary research, service design and impact capture
- Familiarity with databases and information management tools
- Experience of agile and collaborative working methods

- Familiarity with group task management e.g. googledocs, Teams, trello or similar.

Knowledge

Essential

- Sound understanding of grant giving landscape in the UK.
- Understanding of charitable governance processes and best practice
- Basic working understanding of the wider context of UK public services and healthcare
- Understanding of best practice in grant making

Desirable

- Exposure to methods for data gathering, evidence development and research
- Working knowledge of frameworks for support and development of innovations
- Familiarity with the policy context of the mental health sector specifically

VALUES

All applicants/ role holders are expected to demonstrate our values:

Passion

We are passionate about improving mental health and motivated by our ability to make a difference

Integrity

We will act with integrity, be objective, fair and consistent in how we work and how we allocate funding and support

Knowledge

We will be informed by a range of expert voices and perspectives, including those of people who have experienced mental illness, on what we do and how

Improvement

We care about maintaining high standards and improvement. We will learn from success and failure

Appreciation

We value relationships and show appreciation for support we get in whatever form that takes. We know that we influence change through the expertise and commitment of others