

## Programme Manager

### Purpose of the team

Teach First is working towards a future where no child's educational success is determined by their socio-economic background. In pursuit of this vision we offer our programmes and services to a number of different customer groups, including graduates, teachers, schools, alumni, supporters, and other stakeholders in the education system. Over the next 3 years Teach First is planning to make a significant investment in the transformation of our customer experience. A key strategic priority for the organisation is transforming the way we interact with our customers to improve the impact and effectiveness of our work.

### Purpose of the role

This Programme Manager role will report into the PMO & Strategy Implementation Manager and be responsible for ensuring that all projects within the Programme are delivered on time, on budget, and within agreed scope. The Customer Experience Transformation Programme will take place over a 3-year period, which includes many projects needing to be delivered in multiple departments across the organisation. As the programme is a truly cross-organisation effort, it is crucial that this role manages the 'hard' deliverables and milestones of this project, while also driving organisational alignment, stakeholder engagement, and programme communications. More specifically, this role will be the primary person accountable for managing the broad range of requirements from our external customers, internal business and technology needs. Therefore, this role will be responsible for balancing all requirements and constraints in such a way that ensures programme outcomes are agreed, defined, tracked, and delivered across all projects.

### Your responsibilities include:

- Project manage and coordinate the activity within the Customer Experience Transformation programme
- Create and manage a healthy working relationship between all projects and Project Managers within the programme
- Report into the Customer Experience Transformation Steering Group and work closely with the organisation's PMO, Head of Customer Experience, Director of Technology, Internal Comms team, and the programme's Steering Committee
- Manage overall budgets, reporting and governance for the digital programme
- Working closely with the PMO & Strategy Implementation Manager to set up and manage programme governance and reporting lines and rhythms
- Serving as the main point of contact for the programme's Steering Committee, by providing regular updates across all projects and implementing feedback with Project Managers
- Ensuring all business and technology Project Managers within the programme work together where cross-organisation collaboration and communication are required
- Working with the PMO to define and establish ways-of-working with all Project Managers within the programme, providing clarity on meeting schedules, reporting requirements, roles & responsibilities, and recommended tools & templates to use
- Working with the business owners responsible for embedding project artefacts, decisions, and processes back into the business when required, ensuring a consistent and rigorous approach
- Managing programme risks, issues, schedules, budget, milestones, deliverables, and dependencies
- Understanding the broader strategic aims of the programme and ensuring that these are embedded into and reflected in all projects within the programme
- Working with the PMO and Finance to develop, track, and report on a benefits/outcomes plan, which will include evidence of the programme's return on investment

- Working with the Head of Customer Experience and Director of Technology to ensure strategic alignment of projects to the overall programme objectives
- Working with our Technology and Internal Comms team to build the programme communications plan, including developing a longer-term roadmap for communicating with and engaging the organisation on the programme's progress

## Person Specification

### Essential:

- Proven ability in orchestrating multiple concurrent projects to deliver a set of defined programme outcomes
- Ability to balance the requirements and needs of multiple stakeholders with different project priorities and timelines
- Strong sense of ownership and self-starter that has a proven track record of delivering results.
- Understanding and proven practical application of a range of project methodologies include agile and waterfall
- Experience in detailed and senior level reporting, while liaising and communicating effectively with business stakeholders on project risks, progress and milestones

### Desired:

- Experience working in and delivering digital-focused products and solutions
- Experience managing and mentoring program managers and project managers
- Project Management certification
- Ability to build relationships and influence decision making
- Proven ability to effectively work as part of a team
- Use confidence and creative thinking to drive for clarity, common understanding and agreement among your colleagues

All our employees are expected to model [our values](#) and help others to do so.

### Salary & Contract

£48,544 + excellent benefits  
Two-year Fixed Term Contract

### Location

Teach First National Office, 6 Mitre Passage, London SE10 0ER

### Benefits

Teach First's core benefits include 27 days holiday per annum (3 of which must be taken during the one week holiday shutdown period between Christmas Day and New Year's Day), participation in the pension scheme via Salary Exchange (with an employer contribution of up to 6%), life assurance, income protection and private healthcare. Through our flexible benefits platform access to childcare vouchers, interest free travel season ticket loan, subsidised dental membership, health screening, discounted gym membership, travel insurance, GAYE and the option to buy/sell annual leave.

### How to apply

Please send your CV and covering letter to [careers@teachfirst.org.uk](mailto:careers@teachfirst.org.uk)