



**Regional Programmes Manager - South
(Programmes Team)**

Thank you for your interest in the role of Regional Programmes Manager - South.

This pack tells you more about Kinship, how we work, and details of the role and the people you will be working with. It also gives information on how to apply.

Role details

Job title: Regional Programmes Manager - South

Responsible to: Head of Programmes

Duration: Permanent

Location: London and the South – home-based with travel to London or hybrid office-based (Vauxhall). Travel across England to commissioned areas as required.

Working Hours: Part-time, 28 hours per week (Tuesday-Friday).

Salary: £36,136 (out of London) or £39,439 (including London weighting) pro rata. This includes a £2,500 remuneration for Deputy Safeguarding Lead duties.

Direct reports: 6

Leave allocation: 30 days annual leave, plus bank holidays (1 April to 31 March) pro rata. We close for 3 days between Christmas and New Year, which will be deducted from your annual leave allowance.

About Kinship

We are Kinship. The leading kinship care charity in England and Wales. We're here for kinship carers – friends or family who step up to raise a child when their parents aren't able to.

We are made by and for our community of kinship carers. Like family, relationships run deep. And we hear their experiences; for too long they have been isolated without the help they need.

We support, advise and inform kinship carers. Connecting them so they feel empowered. Because a child needs the love and warmth of a thriving family.

We develop research, campaigns and policy solutions. Creating positive change across society. Because for kinship families, love alone is not enough.

Through our work we harness frustrations to fuel passion for change. And tough experiences to inspire ideas that transform lives.

And as we see momentum building, we keep using evidence to demonstrate the value of kinship care. Helping kinship carers navigate challenging circumstances. Believing in a child's potential.

Join us. Together, let's commit to change for kinship families.

About the role

As one of two Regional Programmes Manager, you'll inspire and lead a team of Senior Programmes Worker and Kinship Family Workers to effectively deliver high quality support services for kinship families across Greater London, the South of England and the Midlands.

You'll do this by working in close collaboration with local authority teams who have commissioned our services and other funders where appropriate.

You'll have **accountability** and **ownership** for ensuring we deliver impactful services for kinship carers and that we meet targets for our commissioned services. Working collaboratively with our other managers in other services, you'll ensure we're delivering high impact programmes.

You'll ensure your team have **real clarity** and **direction** on their role and responsibilities - encouraging curiosity, learning and solutions-focused thinking. As a leader in the organisation, you are a key model for the team.

Your team will deliver the following programmes:

- Kinship Connected – in-person one-to-one support and support groups in the community
- Kinship Reach – remote one-to-one support and virtual support groups
- Kinship Ready – online workshops to prepare new and prospective special guardians for their role, as well as wraparound one-to-one support (in one local authority)

You will also manage a new role of Grants Officer - London, funded by The Aviva Foundation.

As one of our deputy safeguarding leads, you'll be part of our key safeguarding structure. This means you'll take ownership to make sure our people feel confident and well supported to demonstrate best practice and making sure safeguarding is everyone's responsibility.

Key responsibilities

Management and development of programmes and services

- Oversee the day-to-day running of programmes, supporting mostly home-based Senior Programmes Workers and Kinship Family Workers to ensure high quality, consistent and impactful programme delivery.
- Meet performance targets as directed.
- Create and keep developing processes and systems which support consistency across all programmes, ensuring good quality documentation and manualisation on Notion.so
- Develop quality assurance frameworks with other service managers and directors.
- Support your team to establish and deliver in-person and virtual peer support groups regionally and generate engagement with kinship carers.

- National lead and oversight for the delivery of one of our programmes with input into other programme development as required.
- Support your team to recruit, train and support volunteers within the region.
- Highlight areas for innovation in service delivery and new service development through horizon scanning for new ideas.
- Co-design and co-production - ensure kinship families are involved in the development and review of programmes and services.
- Strive to ensure kinship families who access our programmes and services are reflective of the diverse communities in which we work and embed equity, diversity and inclusion objectives across your planning and delivery.

Management of people

- Line management and supervision of Senior Programmes Workers and Kinship Family Workers as required.
- Actively encourage personal development and support staff to deliver key targets and outcomes and ensure high levels of wellbeing.
- Ensure new behaviours and values are embedded within your team.

Monitoring and evaluation of programmes and services

- Ensure staff effectively record, monitor and report programme performance via our Salesforce database, facilitating review of performance at monthly team meetings, and that data is stored accurately and in line with Kinship's data protection policy.
- Comply with any monitoring, evaluation and reporting requirements as part of Kinship's internal processes, as well as any donor or local authority funding requirements for the services being delivered, including producing quarterly performance reports for local authorities, and other funders and stakeholders as required.
- Proactively use data and insight to develop our programmes and sharing with colleagues to contribute to changing the system for kinship carers.

Business development & relationship management:

- Work with the Director of Services and Digital, Head of Programmes and the Business Development team to develop proposals and present to local authorities to secure commissions.
- Manage the delivery of commissioned contracts through collaborative relationships with local authorities, ensuring targets are met.
- Meet regularly with local authority teams in order to report on progress and address any challenges.
- Build relationships with local authorities that may commission Kinship's services through networking opportunities.

- Support the development of new products and services to meet the needs of kinship families and generate income.
- Support the development of other funding proposals as required.

Budget management:

- Manage the programmes and services within budget, in accordance with Kinship's financial procedures and ensure the reporting of progress in line with funder requirements.

Collaboration:

- Work actively and positively with other managers within Kinship to ensure sharing of best practice, problem solving, relevant connections and consistency of delivery across England and Wales.
- Work collaboratively with all involved in delivery of the service, including colleagues across Kinship, local authorities, statutory, voluntary and community groups in order to deliver the service effectively and ensure any challenges are resolved.
- Lead on relationships with local authorities in your regions.

Stakeholder influencing and engagement:

- Chair our Kinship Care Professionals group / Communities of Practice in your region or other meetings as required.
- Work closely with the Policy and Communications team, proactively supporting communications and influencing work across your team.
- Represent Kinship at external events and meetings to raise awareness of the services and to influence other organisations, policy and practice.
- Be the media spokesperson for your programme lead.
- Support Kinship's communications and engagement strategy, such as writing copy and sourcing images for newsletters and local media to promote the service and recruit participants.
- Contribute practice expertise to the development of policy, services and programmes.

Team and culture:

- Act in the best interests of Kinship and the families we support.
- Deliver effective administration with attention to detail and keeping to deadlines.
- Take responsibility for your ongoing continued professional development.
- Work in line with Kinship's values.
- Represent the Programmes team at Kinship team meetings.
- Represent Kinship at external meetings and events as required.

Safeguarding:

As a deputy safeguarding lead at Kinship, your specific roles and responsibilities will be:

- Helping colleagues plan for and manage risks, including sign-off for risk assessments.
- Providing reflection and support for colleagues for areas of emerging risks, (a space to talk through).
- Responding to safeguarding risk and allegations with clear actions and ensuring appropriate records are kept in a responsive and timely way.
- Communicating with other safeguarding leads to identify areas of training for the organisation and identify improvements in delivery or processes.
- To offer cover to other areas of the organisation when other leads are on annual leave.
- To join an on-call rota (to be agreed) for any out-of-hours delivery.
- To ensure all safeguarding data is collected so reports can be provided to SLT and trustees on the effectiveness of our safeguarding processes.
- Support a learning culture to ensure staff feel able to develop knowledge and are confident in embedding excellent safeguarding practice and our policies.
- Joint organisational responsibility for our safeguarding practice and culture.
- Required to complete a minimum of Level 3 designated person safeguarding lead training and ongoing learning and development.

Knowledge, abilities, skills and experience

Essential

The successful candidate will have:

- Substantial experience in managing a regional service or programme with high quality outputs (national experience desirable but not essential).
- Substantial experience of managing, developing and evaluating effective and innovative services for families experiencing crisis and experience in reaching 'hidden communities' and a commitment to equity, diversity and inclusion.
- Experience of leading and managing continuous improvement in changing contexts.
- Experience of governance and managing risk on high profile service delivery.
- Experience of ensuring that services are designed and led with user needs at the heart, ensuring that the voices of our kinship carers inform ongoing design and development of our programmes.
- High quality digital and data literacy and using technology to help us to be better in our processes. You'll have to own Salesforce and be a massive champion for the team. You will be accountable for ensuring they use it well.
- Substantial experience of leading high-performing service teams including managing wellbeing, development and performance.

- Experience of leading and managing change, with a creative and solutions-focused approach.
- Empathy and understanding and ability to manage and motivate dispersed teams with confidence and clarity while delivering against targets.
- A positive, 'can do' solutions driven attitude that sets a clear culture for the team, setting boundaries and helping them to do their roles.
- Willingness to think outside of the box and ability to motivate others to work in non-traditional ways to achieve change for kinship carers and their families.
- Excellent understanding of safeguarding policies and procedures focussing on contributing to a culture which values transparency, reflective practice and continuous learning.
- Experience being the external lead and spokesperson for a programmes, service or project.
- Excellent written, verbal and visual communications with brilliant attention to detail, able to represent Kinship at high level external meetings with conviction and professionalism.
- Proven experience of managing complex stakeholder and multi-agency relationships with diplomacy and sensitivity while maintaining confidence.
- Confidence presenting and engaging as one of the 'faces' of the programmes team, providing credibility and professionalism.

Desirable

Desirable, but not essential, criteria include:

- Lived experience of kinship care.
- In-depth subject knowledge on kinship care and issues affecting kinship carers.
- Experience using Salesforce within a service environment.

General attributes:

- Ability and willingness to travel across the UK to represent Kinship at meetings and events.
- Travel to London office for team meetings and supervision.
- Knowledge and understanding of kinship care and/or children and families who need support.
- Knowledge of, or ability to learn quickly, about the regulations and guidance relating to different legal orders relevant to kinship carers.
- Commitment to the values, aims and objectives of Kinship.
- Ability to apply Equity, Diversity and Inclusion Principles in all areas of work.
- Right to work in the UK.

Key behaviours required:

Personal attributes:

- Calm under pressure and in difficult situations
- Clear, straightforward communication
- Assertive and firm
- Detail orientated
- Organised
- Creative and innovative
- Resilient
- Self-aware

Behaviours:

- Takes accountability for delivering well
- Solutions focus; can do attitude.
- Positive attitude and approach
- Respectful
- Professional
- Empathic, sensitive and tactful

Your main relationships will be with:

Internal

- Head of Programmes
- Senior Programmes Worker and Kinship Family Workers
- Regional Programmes Manager (North and Wales)
- Business Development Manager
- Service Managers and Leads in Advice, Peer Support and Training Teams
- Database Team
- Director of Services and Digital
- Policy & Comms team
- Research & Practice team
- Digital and Content team

External

- Kinship carers
- Commissioners
- Local authority service leads and delivery teams
- External funders

What it means to work at Kinship

Our vision:

A society in which kinship carers and the children they care for are recognised, valued and supported.

Our mission:

To ensure that kinship carers and the children they care for get the support and recognition they need.

"Knowing what you do helps kinship families that really need support. Staff at kinship are caring, passionate and positive. Colleagues are genuinely nice to work with and care about each other as well as the kinship families we support. We are always innovating to better support kinship carers."
(Staff member at Kinship)

We want to offer you the best place to work. Our people are really friendly and incredibly passionate about working alongside kinship carers.

We want you to feel proud to work here and if you join us, we'll do our best to make that happen.

Our Kinship values

Be bold

We fight for what's right with focus and determination

- Be driven by evidence and deliver quality
- Innovate bravely, fail fast and learn quickly
- Challenge constructively to move us forward



Be stronger together

We see the bigger picture of our work and value collaboration to drive impact

- Recognise and value the part everyone plays
- Bring different strengths and expertise together with purpose
- Ask whose voice and experience may be missing



Step up

We all take responsibility for changing lives and changing the system

- Actively seek and share knowledge
- Step in with ideas and solutions
- Ask for and give honest feedback



Put people first

We care about each other and create spaces where people feel they belong and can thrive

- Bring people together to share experiences and celebrate success
- Listen with curiosity not judgement
- Support with understanding and compassion



Equality, diversity and inclusion

Kinship is committed to championing equality, diversity and inclusion. We believe our work is greatly enhanced by the varied backgrounds, experiences and views represented within our teams. We aim to create inclusive teams, celebrate differences and encourage everyone to join us and be their true self at work.

We therefore encourage applications from anyone who fits our values, whatever their religion or belief, sex, gender identity, race, age, sexuality or disability and are actively seeking candidates that can bring real innovation and commitment to us.

Candidate application information

Please refer to the job description for this role to check that you meet the criteria in the "knowledge, skills and experience" section that are necessary for the job.

We will guarantee interviews to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined in the job description.

Please tell us if there are any reasonable adjustments, we can make to assist you in your application.

If you have a disability, which you would like us to take into account, please tell us about this when you apply. Please let us know if we can help and remember that you can request information in large print or in a different format.

How to apply

[Please apply for this role via Charity Job.](#)

Kinship reserves the right to close a recruitment campaign earlier than the advertised where we have received sufficient applications.

Some tips for your application:

- Make sure you've read the job description and the essential requirements – make sure your answer reflects those points in the requirements very clearly.
- Really tell us why you want to work for Kinship. We're interested in working with people who share our values. You can read about our values above.
- Keep your response clear – use bullet points and short paragraphs if that helps. It will help the recruitment team to really focus on your answer.
- Please do not use AI tools like ChatGPT to produce your answers. We use software to check and your application will be rejected if you do.

Kinship is the working name for Grandparents Plus, which is a company limited by guarantee registered in England and Wales under number 4454103 and registered as a charity under number 1093975

In place of a cover letter, you will be asked to answer the following five questions, alongside providing your CV. Please keep your answers to a maximum of 250 words.

1. Tell us why you're interested in working for Kinship in this role and what experience you bring that would make you successful? This is an opportunity to tell us about you, your experience and your values.
2. Please give an example where you have managed a successful regional programme or service (this could also be national). Please include scale, key performance indicators and outcome. What made it a success?
3. What makes you a great team manager? Give one example of how you have supported teams and individuals to flourish and one example when you have had to step in to address behaviour or performance issues. (This is an opportunity to share your enthusiasm for supporting others to develop and deliver to a high standard. You can share evidence of how your approach has worked and how you've tackled challenges and difficult conversations along the way).
4. Quality assurance and consistency is key to making sure our programmes deliver impact for our kinship carers. This includes ensuring your team are following processes, using our case management system effectively and have the tools to do their role. Please describe how you would approach this at Kinship using a previous example.
5. In this role you will be a deputy safeguarding lead at Kinship. This is a key role, the lives of kinship carers are incredibly complex. Give one example of a safeguarding situation that required your response in a previous role. Explain what your rationale and thought process was. How did you hold appropriate boundaries and progress actions to effectively safeguard vulnerable children and adults?

Key dates:

Application opens:	Friday 11 April
Application deadline:	Wednesday 30 April, 9am
First interview:	Online – Tuesday 6 May
Second interview:	In person (Vauxhall, London) – Tuesday 13 May (travel expenses covered if required)

Conditions of employment and what we offer

Working hours

The working week is currently 35 hours per week from Monday to Friday. These may be varied by agreement with your line manager. For some roles, there will be occasions when these hours are exceeded for example some weekend working or a requirement to attend evening meetings. In such circumstances and in agreement with your line manager you may take reasonable time off in lieu. Overtime is not paid.

Holidays

You will receive 30 days annual leave, plus bank holidays (1 April to 31 March) pro rata.

We close for three days between Christmas and New Year, which will be deducted from your annual leave allowance.

Flexible working

Kinship will consider applications for flexible working arrangements. Kinship will enable as many jobs to be open to job sharing as is operationally practicable.

Learning and development

A key part of our People Strategy is to continue to develop and enhance the learning experience during your time at Kinship, and we are proud to offer many learning opportunities.

Health and wellbeing

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Wellbeing Action Plan for each staff member.
- Wellbeing Wednesdays
- Charity Worker Discount

Travel

For this role, there is a requirement to occasionally travel across England. There may also be, on occasion, the need for overnight stay. Reasonable travel, subsistence and hotel expenses will be covered using the Charity's expenses procedures.

Pension scheme

All staff will automatically be enrolled into a Group Personal Pension Scheme after three months as part of our requirement to meet automatic enrolment legislation. According to the statutory requirements. We use Nest Pensions. Current employee contributions are 5% and we will contribute 3%.

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Probationary period

All new employees will be required to undertake a period of probation for six months, in which time you will be expected to establish your suitability for the post.

Community

- Staff away days.
- Regular social activities online and in person.

Standard clauses

- This role will require Disclosure and Barring Service (DBS) clearance.
- The post holder must carry out their responsibilities with due regard to Kinship's Equal Opportunities Policy and Safeguarding Policy.
- Salesforce is our customer relationship management system (CRM) and all staff are expected to take accountability and responsibility for using it successfully as part of their day-to-day role to support the growth and impact of Kinship and better services for kinship carers.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are always followed.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- The post holder must carry out their responsibilities with due regard to the non-smoking environment of all Kinship offices.

Note:

Every member of staff is expected to show respect to their colleagues and to understand and adhere to Kinship's code of conduct. Staff are also expected to work collaboratively and to support all the departments with which they have contact in achieving Kinship's strategic objectives.

All duties and responsibilities must be carried out with due regard to Kinship's Health and Safety, Safeguarding and Equality, Diversity and Inclusion principles, GDPR and all other relevant policies.

This job description is not exhaustive. Kinship reserves the right to add to or revise the job description at any time - the post holder may be required to undertake any other duties that fall within the nature of the roles and responsibilities as detailed above. Any substantial or major changes will be negotiated with the post holder.

The details contained in the Job Description particularly the key responsibilities, reflect the content of the job at the date the job description was prepared. It is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, Kinship will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.