



Mobilisation and Delivery Project Manager - Kinship Navigator

Services & Digital Department

Information for applicants for the post of: ***Mobilisation and Delivery Project Manager***

Thank you for your interest in the above role. 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: Mobilisation and Delivery Project Manager

Responsible to: Director of Services and Digital

Duration: 18-month contract (22 January 2026 – 22 June 2027)

Location: Home-based or hybrid (based in Kinship's Vauxhall Office, London) with travel to office / meeting locations as required (for key meetings and collaborations)

Working Hours: 21 hours (0.6 FTE)

Salary: £40,000-£45,000 pro rata inclusive of £3,406 London Weighting if applicable

Direct reports: 1 x direct line report

Leave allocation: 30 days annual leave FTE, plus bank holidays pro rata for part time hours (1 April to 31 March).

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.

Context:

Kinship is undertaking a major feasibility Randomised Controlled Trial (RCT) of Kinship Connected. This is aligned with recommendations set out in the Kinship Care Practice Guide published by Foundations (2024) and builds on evidence from the Kinship Navigator intervention of support for kinship carers in the USA.

This feasibility RCT is a complex, multi-partner programme involving:

- An active funding partner
- An independent evaluation team
- 5 participating local authorities (to be confirmed)
- Internal delivery teams and cross organisational services
- Kinship carers and lived experience subject experts

The **Mobilisation and Delivery Project Manager** is the operational engine of the programme, ensuring that every workstream is scoped, resourced, sequenced, delivered and evidenced, and that Kinship is trial-ready, compliant, and well-coordinated through set-up and delivery.

This role needs someone who is an excellent communicator, highly organised, unflappable, curious, and able to sit comfortably in the detail. The successful person will keep a firm grip on timelines, dependencies and risks.

You will manage a Programmes Officer as well as the set-up, processes, documentation, reporting, trial readiness, communications and cross-team coordination. You will work closely with the Programmes Manager who will share responsibility for ensuring high quality performance across the feasibility trial. You will both work closely with the core project team and partners.

You will lead **operational quality, systems, processes, data, and compliance**. The Programmes Manager will lead practice quality, staff development and supervision, safeguarding and relational delivery. Together you make sure the trial is delivered ethically, consistently and to a very high standard.

You will be expected to collaborate closely, share insight proactively and problem solve together so the team feels aligned, well supported and confident throughout the delivery of the feasibility trial.

Purpose of the role:

To lead the mobilisation, delivery oversight, operational quality assurance, and reporting required for the Kinship Connected feasibility trial. You will work closely with the Programmes Manager, who has line management responsibility of the delivery team.

You'll make sure all processes, documentation and delivery activities meet the standards expected by Kinship, funders, the evaluation partners and kinship carers. You will work across teams and with external partners to keep delivery on track and evidence-ready.

What you'll be doing:

Mobilisation and project management

- Lead the mobilisation plan across all workstreams and ensure trial readiness.
- Develop all processes, documentation and operational frameworks in line with the intervention protocol.
- Coordinate local authority onboarding, staff training and internal operational setup with the Programmes Manager.
- Work with internal Kinship teams to ensure everyone has clear expectations and is held to account for their performance during mobilisation and delivery – owning the workstreams.

Recruitment operations

- Ensure weekly pipeline monitoring for treatment and control recruitment.
- Work with the Programmes Manager and Kinship Family Workers to strengthen referral and screening processes where appropriate.
- Identify recruitment risks early and drive rapid problem-solving.

Delivery workflow oversight

- Maintain delivery tracking and operational dashboards.
- Identify throughput or workload risks and support adjustments.
- Work alongside the Programmes Manager, Kinship Family Workers and Programme Officer to ensure fidelity to delivery processes.
- Work with internal Kinship teams to ensure everyone has clear expectations and is held to account for their performance on this programme.

Collaborative working with the Programmes Manager – Kinship Navigator

- Work closely and proactively to ensure smooth delivery, shared problem solving and alignment between operational processes and practice.
- Act as the operational counterpart to the Programmes Manager's practice leadership, ensuring systems, workflows and data requirements enable high quality delivery.
- Use operational insight, performance data and process feedback to inform practice adjustments, recruitment flow, consent processes and quality assurance.
- Make sure the staff team understands and can confidently follow the operational and data requirements of the feasibility trial.
- Collaborate on risk mitigation, delivery improvements, model fidelity and rapid-cycle learning throughout the trial period.

Data insight and community mapping

- Use data and local intelligence to map community assets, service pathways and gaps in support across each local authority.
- Translate mapping insights into clear guidance for Kinship Family Workers so they understand the local landscape and can support kinship carers to access the right services.
- Work with the Research team and evaluators to identify patterns in demand, barriers to engagement and opportunities for improved reach.
- Share community and stakeholder insights in a consistent and accessible way to support effective practice, navigation and partnership working.
- Ensure local information is kept up to date and easily accessible for staff through Notion, shared drives or other agreed platforms.

Quality assurance

- Lead operational quality assurance (QA) including data quality checks, file audits and process compliance.
- Ensure documentation is accurate and complete.
- Surface fidelity issues early and coordinate solutions with the Programmes Manager and Delivery Team.

Data, compliance and evaluation

- Coordinate data collection, monitoring and data quality for evaluator requirements (both treatment and control).
- Work with Chief Operating Officer as Data Protection Officer on defining the data protection framework to govern the programme.
- Ensure GDPR compliance and data governance processes are followed
- Manage risk logs, issue logs and decision logs.

Partnership working

- Serve as operational contact for funders, evaluation partners and local authorities.
- Coordinate cross-partner meetings, updates and reporting.
- Ensure clear and consistent communication across all stakeholders.

Reporting

- Produce weekly dashboards and monthly internal reports.
- Support reporting requirements for funders and evaluator milestones.
- Work with the Finance team to ensure accurate financial reporting and responsible use of the full budgetary envelope.

End-of-trial wrap-up

- Coordinate data closure, documentation review and final QA.
- Produce operational learning to inform a future full RCT.
- Continued manualisation of all delivery learning into a scale-up playbook and service manual.

Communications

- Effectively manage stakeholder expectations.
- Promote collaborative working, addressing and resolving any challenges where necessary.
- Support internal communications as required, such as producing week notes ensuring delivery and activities are well understood and that opportunities for collaboration are maximised.

Team culture

- Act in the best interest of Kinship and the families we support.
- Maintain and contribute up to date understanding of kinship care.
- Deliver effective administration with attention to detail and keeping to deadline.
- Actively contribute to delivering and evidencing a high performing service.
- Take responsibility for your ongoing continued professional development.
- Work in line with the Kinship values.

Knowledge, abilities, skills and experience:

Essential:

- Project Management Qualification or commensurate experience.
- Significant experience managing complex projects or programmes with multiple partners and tight delivery requirements.
- Proven experience designing and maintaining structured workflows, operational systems and project plans in fast-paced environments.
- Experience coordinating across multidisciplinary teams without direct line management responsibility.
- Strong background in quality assurance, process improvement and operational risk management.
- Experience translating evaluation, compliance or regulatory requirements into practical delivery processes.
- Experience developing and maintaining documentation, SOPs, manuals and operational toolkits.
- Experience working with data for monitoring, decision making and evaluation readiness.
- Proven ability to ensure data quality, consistency and audit readiness.
- Confidence working alongside evaluators, analysts or research partners.
- Confidence using new systems.
- Experience collaborating with senior internal leaders and external partners such as commissioners, funders or local authorities.
- Experience resolving operational challenges with diplomacy, clarity and solutions-focused thinking.

- Substantial experience leading dispersed teams, including wellbeing, performance and professional development.
- Ability to provide clear direction, set boundaries and motivate teams with empathy and confidence.
- Positive, solutions-focused mindset with a commitment to innovation and improvement.
- Highly skilled in planning, sequencing and prioritising complex workstreams.
- Strong ability to maintain delivery momentum through structured tracking and timely escalation.
- Confident using project management tools such as Asana to drive accountability.
- Exceptional attention to detail with a commitment to accuracy and consistency.
- Ability to map, document and optimise workflows that others can confidently follow.
- Skilled at identifying risks early and coordinating rapid, practical solutions.
- Clear, calm communicator able to translate technical or operational requirements into accessible guidance.
- Strong relationship builder, able to represent Kinship and influence a range of stakeholders both internally and externally.
- Confident working closely with colleagues in practice roles to align operational and relational delivery.

General characteristics and attributes

- A real commitment to equity, diversity and inclusion within your role.
- A respectful approach to working with people from a range of backgrounds.
- Understanding of safeguarding particularly around vulnerable families.
- Commitment to the values, aims and objectives of Kinship.
- Flexible and willing to travel for work across England.
- Excellent written and spoken English.
- Permission to work in the UK.

Desirable:

- Lived experience of kinship care.
- Experience in research, evaluation or feasibility studies.
- Experience using Salesforce (our CRM and case management system), Asana (our project management system), Notion (our manualisation platform) and general AI tools.
- Understanding of children's social care.

Key behaviours required:

Personal attributes:

- Calm under pressure and in difficult

Behaviours:

- | | |
|---|---|
| <ul style="list-style-type: none"> situations • Clear, straightforward communication • Curious • Self-aware • Creative and innovative • Detail orientated • Organised • Resilient • Assertive and firm | <ul style="list-style-type: none"> • Takes accountability for delivering well • Solutions focus; can do attitude. • Positive attitude and approach • Respectful • Professional • Empathic, sensitive, tactful |
|---|---|

Your main relationships will be with:

- Director of Services and Digital
- Programmes Team
- Research Manager
- Database Manager
- CEO and Executive team
- Policy and Comms team
- Funders
- Evaluation partners
- Kinship carers
- Local authority partners
- Statutory, voluntary sector and community organisations

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 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 that 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:

Any applications arriving after the closing date will not be considered for shortlisting unless there are exceptional reasons.

Kinship reserves the right to close a recruitment campaign earlier than the advertised where we have received sufficient applications so please apply early!

Please apply for the role of **Mobilisation and Delivery Project Manager** by sending a **CV** and **responding on CharityJobs to these 5 questions:**

1. Kinship's mission and values emphasise putting kinship families first, being bold, stepping up and working stronger together. What motivates you to apply for this role, and how would these values shape how you lead mobilisation and delivery?
2. Describe a time you managed a complex programme or project with multiple partners or workstreams. What approach did you take to keep delivery coordinated and on track?
3. Give an example of how you improved data quality, compliance or process consistency. What actions did you take and what was the outcome?

4. Tell us about a situation where you worked closely with colleagues delivering frontline or relational support to solve a delivery or operational challenge. What did you do to ensure alignment and shared ownership?
5. Describe a time you worked in a fast-changing or uncertain environment. How did you stay grounded, support others and keep delivery moving forward?

Some tips for your application:

- Make sure you've read the job description and the essential requirements – make sure your application reflects those points in the requirements very clearly.
- 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 focus on your knowledge, skills and experience.
- 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.

Key dates:

Apply:	Via CharityJobs
Application deadline:	11.59pm, Sunday 4 January 2026
First interview:	Thursday 8 January 2026 (online)
Second interview:	Wednesday 14 January 2026 (in-person, London)

If you would like further information or an informal chat about this role, please contact recruitment@kinship.org.uk

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:

- 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.

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:

We are committed to developing and enhancing 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).
- Charity Worker Discount

Travel:

For this role, there may be occasional travel within the UK. 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 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%.

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:

- Employee resource groups (including Equality, Diversity and Inclusion Working Group and Wellbeing Committee).
- Staff away days.
- Regular social activities online and in person.

Our recruitment process:

As a charity we want to hire the best people to support our vision and mission. People who are values led, high performing and passionate about doing their best for kinship carers.

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.

We welcome applications from people from all sections of the community, irrespective of race, colour, sex, gender identity, age, disability, sexual orientation, religion or belief.

Kinship is committed to attracting, developing and retaining a diverse workforce, with a broad range of backgrounds, experiences and perspectives, and we encourage applicants from those groups currently under-represented in our organisation and sector.

Standard clauses:

- This role will require satisfactory Disclosure and Barring Service (DBS) clearance.
- The post holder must at all times 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 adhered to at all times.
- 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:

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 in this document.

Any substantial or major changes will be negotiated with the post holder.