



Programmes Officer

Services and Digital Department

Information for applicants for the post of: *Programmes Officer*

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: Programmes Officer

Responsible to: Mobilisation and Delivery Project Manager

Duration: 18-month contract

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: £29,000 pro rata plus £3,406 London Weighting

Direct reports: N/a

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:

This is your chance to sit at the heart of a pioneering national programme that could reshape how kinship families are supported across England.

As Programmes Officer, you'll be part of the operational engine behind a complex, high-profile feasibility RCT – keeping delivery tight, evidence strong and nothing falling through the cracks. If you thrive on pace, precision and being the person who quietly makes big things happen, this might be the role for you.

Kinship is undertaking a major feasibility Randomised Controlled Trial (RCT) of Kinship Connected, a Kinship Navigator Programmes.

This is a complex, multi-partner programme involving funders, independent evaluators, local authorities, internal delivery teams and kinship carers with lived experience.

The Programmes Officer plays a critical role in ensuring the programme runs smoothly day to day. This is a technically demanding, detail-heavy role requiring excellent administration, strong initiative and the ability to anticipate what is needed next.

The Programmes Officer works closely and day-to-day with the Mobilisation and Delivery Project Manager and is a key part of the core delivery spine of the Kinship Navigator feasibility RCT.

The role provides structured operational, administrative and coordination support that enables the Mobilisation and Delivery Project Manager to maintain oversight of timelines, risks, dependencies and delivery quality.

This role requires someone who is comfortable working at pace, highly responsive to direction, and able to anticipate what the Mobilisation and Delivery Project Manager will need next in order to keep the programme running smoothly and evidence-ready.

Purpose of the role:

To support the Mobilisation and Delivery Project Manager in mobilising and delivering the Kinship Navigator feasibility RCT through exceptional administration, proactive coordination and anticipatory problem-solving.

You will act as a trusted operational support, ensuring systems, data, documentation and local engagement activity are accurate, well organised and up to date, allowing the Mobilisation and Delivery Project Manager to focus on delivery oversight, risk management and external accountability.

What you'll be doing:

Key responsibilities:

Programme delivery and coordination

- Support mobilisation activities across all workstreams, ensuring actions, documentation and timelines are tracked and followed up.
- Maintain delivery plans, action logs and trackers using Asana.
- Support coordination of onboarding activities with local authorities and internal teams.
- Ensure all operational documents are version-controlled, accessible and kept up to date.
- Flag emerging issues, risks or capacity pressures early, with clear evidence.

Local authority engagement and ecosystem mapping

- Coordinate local engagement activity across participating local authorities, including planning, logistics and follow-up for local events.
- Map each local authority's kinship care ecosystem, including statutory services, voluntary and community organisations, referral pathways and gaps in provision.
- Maintain accurate, up-to-date local authority profiles and ecosystem maps.
- Ensure local intelligence is captured consistently and stored accessibly using agreed systems (e.g. Notion).

Outreach and local marketing support

- Support outreach and engagement activity by helping develop programme-specific marketing and engagement materials, working with the Marketing and Communications team to ensure alignment with Kinship's brand and messaging.
- Adapt and manage local collateral for each participating local authority, ensuring materials are accurate, up to date and easy to use.
- Maintain clear version control and accessible storage of outreach materials, incorporating feedback from local partners where appropriate.
- Use Canva, Padlet and other agreed tools to adapt and produce local materials for events, Communities of Practice and local authority engagement.

Communities of Practice support

- Provide operational support to the Head of Programmes in coordinating Communities of Practice in each participating local authority.
- Support scheduling, logistics, materials and follow-up actions.
- Capture learning, actions and insights clearly and consistently.
- Support translation of local learning into insight for programme improvement and future scale-up.

Administrative excellence and anticipation

- Deliver a consistently high standard of administration across the programme.
- Maintain clear, structured and accurate records across all systems.
- Anticipate upcoming needs, deadlines and risks, taking initiative to address them early.

- Proactively prepare information, materials and updates without needing to be prompted.
- Act as a reliable operational anchor, ensuring nothing falls through the cracks.
- Anticipate the information, updates and preparation the Mobilisation and Delivery Project Manager will need to manage delivery effectively.

Data, systems and technical delivery

- Maintain accurate and timely data entry across Salesforce and related systems.
- Support data quality checks and evaluator requirements.
- Use Asana, Salesforce, Notion and Canva confidently and fluently.
- Support documentation, manualisation and knowledge management.
- Ensure systems are used consistently and to a high technical standard.

Coordination, reporting and communications

- Coordinate meetings, agendas, notes and follow-up actions.
- Support preparation of dashboards, updates and reports.
- Ensure information is shared clearly, accurately and on time.

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 (person specification):

Essential:

Experience

- Experience supporting delivery of complex programmes or projects with multiple stakeholders.
- Experience coordinating events, learning activity or engagement sessions.
- Experience mapping services, systems or local ecosystems.
- Significant experience delivering high-quality administration in fast-paced or complex environments.
- Experience working independently and prioritising work using judgement.
- Experience working in roles where priorities and direction are set by a project or programme lead.

- Experience providing high-quality operational support to senior delivery or programme management roles.

Technical skills

- High level of technical confidence and digital fluency.
- Comfortable working across multiple digital systems and switching between them as part of day-to-day delivery.
- Experience using project management, CRM and documentation tools, or a clear ability and willingness to learn these quickly.
- Ability to use digital tools accurately and consistently to maintain high-quality records and documentation. For example, this role will involve working with tools such as:
 - Asana (task and delivery tracking)
 - Salesforce (case management)
 - Notion (documentation and knowledge management)
 - Canva (producing clear, professional materials)
- You do not need to have used all of these systems before, but you must be confident learning and using new tools quickly and to a high standard.

Skills and abilities

- Exceptional administrative skills with meticulous attention to detail.
- Strong ability to anticipate what is needed next and act proactively.
- Highly organised, able to manage multiple workstreams and deadlines.
- Strong written communication skills.
- Calm, reliable and solutions-focused under pressure.
- Ability to work closely with a line manager, taking direction while exercising initiative.
- Strong judgement around when to act independently and when to escalate.

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:

- Experience supporting research, evaluation or feasibility studies.
- Lived experience of kinship care.
- Experience coordinating Communities of Practice or learning networks.
- Experience working with local authorities or place-based programmes.
- Understanding of children's social care.

Key behaviours required:

Personal attributes

- Exceptionally organised
- Proactive and forward-thinking
- Anticipates needs rather than reacting
- Calm, dependable and self-directed
- Detail-driven without losing sight of the bigger picture

Behaviours

- Plans ahead and prepares thoroughly
- Spots risks and gaps early and escalates appropriately
- Takes ownership for administrative quality
- Brings structure and clarity to complex work

Your main relationships will be with:

Internal

- Mobilisation and Delivery Project Manager
- Programmes Manager
- Director of Services and Digital
- Research Manager
- Head of Programmes
- Database Manager
- Kinship Navigators

External

- 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 **Programmes Officer** by sending a **CV** and **respond on CharityJobs to these 5 questions:**

1. Alignment to Kinship and the role: Why do you want to work for Kinship? And what can you bring to this role (think about the job specification)

Guidance for applicants:

We really want to know why you’re applying to work at Kinship, this is the opportunity to sell yourself. The people who work at Kinship are so connected to what we do.

2. Programme coordination and administration: Tell us about a time you supported the delivery of a complex programme or project. What were your specific responsibilities, and how did you keep work organised and on track?

Guidance for applicants:

We are looking for a clear, real example from your experience. Focus on what you did, how you organised work, and the systems or tools you used. High-level role descriptions or generic statements about being organised will score poorly.

3. Initiative: Describe a time when you spotted a potential issue, gap or risk before it became a problem. What did you notice, what action did you take, and what was the outcome?

Guidance for applicants:

We want to understand how you anticipate and act proactively. Use one specific example and explain what you noticed early and why it mattered. Hypothetical answers or general claims about being proactive will score poorly.

4. Digital systems and learning new tools: Give an example of a time you had to learn a new digital system or tool quickly to support delivery. What was the context, how did you learn it, and how did you use it in practice?

Guidance for applicants:

We are looking for evidence of digital confidence and learning agility. Be specific about the system and how you used it. Lists of tools without explanation, or generic statements about being “good with systems”, will score poorly.

Please include your notice period / earliest availability to start.

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.
- We know people might use AI – however make sure the answers reflect you and who you are and your experience. So many applications are the same because they're using AI. Make sure you stand out.

Key dates:

Apply: Via CharityJob
Application deadline: 9.30am on Weds 4 March 2026
First interview: Tues 10 March 2026

Kinship reserves the right to close applications early on receipt of sufficient applications. Apply early!

If you would like further information or an informal chat about this role, please contact **Emma Wrafter** (Director of Services and Digital) on emma.wrafter@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.