



**Implementation Project Manager:  
Peer-to-Peer Support Service Team**

# What you need to know about this role:

**Job title:** Implementation Project Manager (Peer Support)

**Responsible to:** Associate Director of Peer Support

**Duration:** 12 month contract (with potential of extension depending on funding)

**Location:** Home-based or office-based (Vauxhall)

**Working hours:** 28 hours, we offer flexibility so that you can fit your job around your home life (which is really important to us)

**Salary:** £36,868 (out of London), £40,000 in London (including London weighting) (Pro-rata)

## About Kinship:

If you're passionate about purpose – real change for real people, then now is a good time to join us.

We are **Kinship**. We support grandparents, siblings, aunts, uncles, other family members and friends who step up to raise children when their parents can't.

You know these people. You might be one of them. They're the hidden army of amazing people who take on caring for children to stop them going into care. And more importantly give them love, family and permanence.

As a charity we offer kinship carers financial, legal, practical and emotional support from the moment they need it, for as long as they need it. We're here to listen.

Our **expert advice, information** and **guidance** helps with complicated and stressful decisions that so many kinship families have to make. We're always there to support them through difficult times and celebrate the good.

## About the Kinship Peer-to-Peer Support Service:

The new Peer-to-Peer Support Service will provide support to kinship carers on a **local, regional** and **national scale**. It will create **nine regional networks**, a **microsite**, an **online e-Learning platform** and an **online peer support chat**.

Peer support groups will be able to book **free themed workshops** on topics like 'managing contact' and 'trauma attachment'. Access to specialist advice and information will be provided online and on the phone.

The service will be **co-produced with kinship carers** and delivered both face-to-face in communities and online.

# What you need to know about this role:

The **Peer-to-Peer Support Service** is brand new and we're looking for an incredible **Implementation Project Manager** to make sure we deliver an exceptional service for kinship carers.

Funded by the **Department for Education**, this is a **£1 million service**, and you'll be at the heart of making it work smoothly and successfully. You'll be the Associate Director of Peer Support's right-hand person.

As our new Implementation Project Manager you will help set up, deliver and monitor this service to a very high quality, supporting colleagues to project manage their core elements and produce a consistent service and excellent resources across England.

Cross collaboration, sharing best practice and being the internal communications lead are all core to making this service work and are a core part of your remit.

## What you'll be doing:

- Support the Associate Director of Peer Support in set up, delivery, monitoring and evaluation of service.
- Own and lead the quarterly reporting, using Salesforce to ensure the service is meeting its milestones and core deliverables.
- Create a quality assurance framework, to ensure internal and external outcomes and outputs are met.
- Be the internal communications lead for the project, ensuring the service is understood internally and that opportunities for collaboration are maximised.
- Ensure the construction, governance and delivery of robust project plans.
- Set-up a system (for example Notion.co or other tool), training and supporting the team to use it to manualise the service, share processes, training materials and toolkits.
- Set up systems for collecting the key performance indicators identified and ensure these are monitored and reported on a monthly and quarterly basis (for SLT and the Department for Education).
- Assist in the development of the processes and procedures that support the successful delivery of the project.
- Onboard service staff and support ongoing training needs.
- Produce toolkits and manuals for delivery staff to ensure record of manualisation and development of the service.
- Coach colleagues with project delivery responsibilities in project management mindset and delivery best practice.
- Support the Associate Director to manage the £1 million budget, keeping it on track and reporting any inconsistencies as part of the risk register.



- Write minutes and internal updates for the service team to ensure good internal comms and oversee coordination, admin and minute taking support for regional committees / forums.
- Project management support to regional peer managers, digital project manager and coordinators.
- Coordinate and help facilitate feedback sessions for co-production on all resources, online hub and e-Learning platform.
- Support HR and finance to process invoices and expenses.

## What you'll need to demonstrate:

- Proven continued professional development in project management.
- Demonstrable experience of delivering high profile projects using recognised project management methodologies and tools including setting SMART KPIs and managing core milestones.
- Proven experience of managing risk and governance as part of an integrated project approach.
- Strong planning ability - willing to get into the detail to make things happen and able to identify and manage risk.
- Proven experience of setting up evaluation frameworks.
- Experience in documenting and manualising procedures and processes to support project roll outs, development and innovation.
- Established experience as an internal communications lead for project bringing teams together to share best practice and ensure transparency and buy-in of project.
- Excellent communication and influencing skills across multi-channels.
- An ability to put people at ease and a true enjoyment of working collaboratively.
- Excellent written, verbal and visual communications with brilliant attention to detail.
- Good communication skills, and ability to engage stakeholders at all levels across the project (and charity) so they contribute appropriately to delivery and feel part of the journey.
- Proven experience of using Salesforce and confidence using the system for reporting and monitoring.
- Strong background in the delivery of work in cross functional and widely dispersed teams.
- Understanding of the value in transparent and open working practices, with a passion for championing these ways of working through different channels.
- Excellent budget forecasting and management skills.
- Ability to challenge thinking appropriately as part of continuous service development and improvement.

## Your main relationships will be with:

- Associate Director of Peer Support
- Director of Service Design & Impact
- Kinship Senior Leadership Team
- Department for Education
- Content and Engagement Manager
- Digital Project Manager
- Peer-to-Peer Support Service Delivery Team
- Kinship carers and volunteer Support Group Leaders
- The Programmes Team (including Advice Team)

## How to apply:

Prospectus is our dedicated recruitment partners for this vacancy.

Please apply via the Prospectus website [here](#) with your CV only in the first instance, in Microsoft Word format.

Following your initial application you may be contacted by Prospectus for an informal discussion, and may be asked to provide further information to assist with the recruitment process.

Please note, this role is initially offered as a 12 month fixed term contract (likelihood of extension, dependent on funding). Please, only apply if you are available asap, or have no more than a one month notice period.

The deadline for initial CV interest is **Sunday 12 December**.

**First stage virtual interviews** – Monday 20 December

Please note, due to high volumes of interest in vacancies it may not be possible to answer all individual queries on positions prior to an application or registration. However, if you do have any specific questions not covered in the Candidate Pack please call **Victoria Savva** on **0207 4054999**.

As a specialist Recruitment Practice, Prospectus are committed to building inclusive and diverse organisations, and welcome applications from all sections of the community.



# 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.

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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)**

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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.



# What we can offer you:



## Community:

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



## Flexible working:

- We operate flexible working practices which include working from home, varying start and end times of the working day, compressed hours and variable contract hours through the year.



## Family:

- Our policies include compassionate, dependents, carers and bereavement leave that support the lives of employees who have additional commitments.
- We are proud that 20% of our current staff are kinship carers, and we are striving to lead the way as a 'Kinship Carer Friendly Employer'.



## Health and Wellbeing:

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



## Holidays:

- 30 days annual leave, plus bank holidays (1 April to 31 March).
- We close for three days between Christmas and New Year, which will be deducted from your annual leave allowance.



## Pay and pension:

- You'll be eligible and auto-enrolled into a pension scheme - we use Nest Pensions. Current employee contributions are 5% and we will contribute 3%.



## Cycle to work programme:

- This scheme enables employees to get tax incentives from cycling to work.



## 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.

# 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 really 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. Kinship operates a blind recruitment process in-house and any identifying information will be removed from your application prior to shortlisting.

## Standard clauses:

- 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.