

Job Description: Programme Manager

Company: SWGfL

Reporting to: Programme Manager/ SMT, SWGfL

Date of issue: 21/12/21

Contract length: Until March 2023

Salary: £35,000 - £40,000 depending on experience

Start: January/ Feb 2022

About the role...

We require an experienced individual with significant project and programme management knowledge gained through managing software or digital programmes.

You will be responsible for the management of a major new programme to ensure outcomes are delivered, stakeholders are effectively managed, project delivery issues are identified and resolved or escalated to the appropriate level as required and reporting is carried out.

Working in a fast paced and highly responsive environment the candidate must be a highly competent Programme Manager with initiative, drive, and excellent communication and decision-making skills.

About you...

Organised, enthusiastic, focused, eye for detail, professional. Passionate about delivering programmes that make a difference and in the most efficient way.

The techy bit.... we need you to be really great at:

- Demonstrable experience in project and programme management
- Experience in delivering software or digital projects
- Excellent communication and relationship management skills
- Strong stakeholder and delivery team management skills
- Accurate and appropriate Programme level reporting
- Experience of managing people and financial budgets (including programme budgeting, monitoring financials etc.) ideally in a customer facing environment
- Experience of overseeing 3rd parties
- Excellent risk management skills
- Proven experience working in an Agile environment
- Proven track record of working with organisations moving from Waterfall to Agile delivery approaches
- Strong time management & organisational skills
- Experience of managing multiple projects
- Managing teams in multiple locations/geographies

- Ability to handle sensitive issues with tact and diplomacy
- Experience managing project delivery with limited resources

So who are we?

SWGfL are a not for profit charity ensuring everyone can benefit from technology free from harm. As one of the three partners within the UK Safer Internet Centre, our experts advise schools, public bodies and industry on appropriate actions to take in regards to safeguarding and advancing positive online safety policies.

SWGfL has been at the forefront of online safety for the past two decades, delivering engaging presentations and training to a wide variety of audiences nationally and internationally. Our work has brought online safety to the forefront of public attention, ensuring everyone can develop their understanding of what online safety truly means in an ever-changing world.

Helplines & Services

We host three support helplines that offer free advice, support and guidance to victims of online harm. These include:

Revenge Porn Helpline (Support for Intimate Image Abuse)

POSH Helpline (Professionals Online Safety Helpline)

Report Harmful Content

Products & Resources

Our online safety review tool 360Safe has been actively used by over 14,000 schools throughout the UK. Our award-winning child friendly search engine Swiggle has also amassed over 1,000,000 users whilst being a favourite for classrooms and home computers.

Part of our ongoing work involves delivering accessible information that is relevant and keeps up-to-date on the latest trends. Our Social Media Checklists offer guidance on how to actively manage the world's most popular apps whilst highlighting safety features and parental controls. These include Twitter, Facebook, TikTok, Snapchat, Instagram and Netflix.

Not only that, but our acclaimed digital literacy tool ProjectEvolve provides organisations with free resources, activities and teaching plans for a wealth of online safety topics. Covering a wide range of age groups and objectives, Project Evolve develops your curriculum whilst giving you the freedom to explore, however you see fit.

We are also renowned in offering essential support to schools in uncertain times. Our anonymous communication tool Whisper was donated for free to all schools throughout the nation during the initial COVID-19 lockdown in 2020. This donation alone allowed schools to continue an active channel of communication whilst encouraging students to speak up if

they had any concerns or worries. In a time when safeguarding duties were essential, Whisper offered support.

What is our Mission?

The programme manager will be exclusively responsible for delivering a new programme for SWGfL. We have been awarded government funding to create a bespoke online AI tool (Minerva) to complement our existing Revenge Porn (RP) Helpline and Report Harmful Content (RHC) services to support women affected by harmful online content throughout the UK. The project will use AI technology to guide victims of online harms whatever the time of day to regain control.

Minerva will save lives alerting women and, with consent, police/support agencies to imminent danger. It will inform national strategy and legislation through data outputs. It will empower women to regain control, access support and reduce mental health impacts. Above all it will create survivors rather than victims.

In addition, the programme manager will lead and support the delivery of other projects managed by the SWGfL project delivery team.

Come and join us in our mission and you can help to create a long-term solution that really can make a difference in the moment.

PERSON SPECIFICATION

| Attributes | Experience / skill | Essential / Desirable | Means of Evaluation |
|------------------------------------|--|---|---------------------|
| Education & Training Experience | Agile and/or Prince 2 Qualification Minimum 5 years' working as a project or programme manager delivering digital technology projects | Essential Essential | Appl/Interview |
| Knowledge & Skills | Accurate and appropriate Programme level reporting Strong stakeholder and delivery team management skills Experience of managing people and financial budgets (including programme budgeting, monitoring financials etc.) ideally in a customer facing environment | Essential Desirable Essential | Appl/Interview |

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|-------------------------------|---|---|----------------|
| | <p>Experience of overseeing 3rd parties</p> <p>Excellent risk management skills</p> <p>Proven experience working in an Agile environment</p> <p>Proven track record of working with organisations moving from Waterfall to Agile delivery approaches</p> <p>Strong time management & organisational skills</p> <p>Experience of managing multiple projects</p> <p>Managing teams in multiple locations/geographies</p> <p>Experience managing project delivery with limited resources</p> | <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> | |
| Communication & Interpersonal | <p>Excellent communication and relationship skills</p> <p>Good written and verbal communication</p> <p>Ability to handle sensitive issues with tact and diplomacy</p> <p>Ability to use your initiative independently and pro-actively to solve issues.</p> <p>Ability to work on their own, without direct daily supervision</p> | <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> | Appl/Interview |
| Other skills | <p>Ability to work accurately under pressure (to meet deadlines etc), demonstrating a logical and methodical approach to dealing with workloads.</p> <p>A can-do and flexible attitude.</p> | <p>Essential</p> <p>Essential</p> | Appl/Interview |