



Programme Manager

Hours: Full time, flexible options available
Salary: £34,044 including London Weighting
Pension: 10% employer contribution

Contract: Permanent
Based: London, currently working remotely
Holiday: 25 days + Christmas break

Living Wage Foundation

The **Living Wage Foundation** was launched in 2011 by **Citizens UK** to tackle in-work poverty and ensure that workers earn enough to live on and participate in family and community life. Citizens UK is the home of community organising with diverse civil society alliances set up to develop leaders to work on the issues that matter to them, such as the Living Wage. Other projects include **PACT** (Parents and the Community Together) and **Sponsor Refugees** to add depth to the impact of Citizens UK's work.

The Living Wage is a movement of businesses, organisations and people who believe that a hard day's work deserves a fair day's pay. The real Living Wage is an independently-calculated hourly rate based on the cost of living and announced each November during Living Wage Week, our annual celebration of a growing network of nearly 7,000 Living Wage Employers.

The Living Wage Foundation celebrates employers that voluntarily choose to pay the real Living Wage through an accreditation scheme that recognises a long-term commitment to fair pay and has secured pay rises for 250,000 low paid workers.

Purpose

The Living Wage Foundation has an exciting opportunity to join our dynamic team as a Programme Manager. We are looking for a highly motivated and organised individual with the ability to build relationships with employers to grow the Living Wage network, to develop projects that will grow our accreditations schemes and proactively influence change.

- Build and manage **relationships** with employers to **support** them to pay the real Living Wage and seek accreditation.
- Create, develop and employ the **tools** and **knowledge** available to **inform** and **advise** employers on implementing the Living Wage throughout their organisation.
- **Communicate** evidence for change to **influence** key stakeholders to become Living Wage employers, recognised Service Providers or Living Wage Funders and to **champion** the Living Wage to their networks.
- **Monitor** and **evaluate** the impact of our work to refine our strategy and deliver projects in an efficient way.

Main Responsibilities

Relationship Management

- Build and manage relationships with employers and employer networks to promote and grow the Living Wage.
- Identify and develop strategic partnerships with a range of stakeholders including project partners and funders to support the Foundation's work.
- Represent the organisation effectively to external audiences in meetings and events to promote the business and reputational benefits of the Living Wage.

Accreditation and Recognition

- Provide a high-quality client experience for employers that are interested in the Living Wage and provide timely advice and guidance on how to implement the Living Wage to support their accreditation.
- Process accreditations, recognitions and renewals whilst developing and improving appropriate CRM systems, including Salesforce.
- Keep up to date on latest Living Wage policy issues and support development and communication of Living Wage criteria to ensure that the Living Wage Foundation is responsive to the needs of employees and employers.

Project Management

- Develop and implement strategies to grow accreditations in specific sectors and regions to deliver the Living Wage Foundation's business plan objectives.
- Lead on projects to promote and grow Living Wage accreditations and develop the quality of service offered.
- Manage bespoke budgets and identify opportunities to grow income.
- Monitor and evaluate the impact of projects and provide reports to Head of Operations and Director.

People Management

- Line manage and support the development of direct reports to deliver business plan objectives.
- Support the training and induction of team members and work collaboratively with the wider team to ensure that we are meeting the expectations of our network and stakeholders.
- Work with Citizens UK community organisers, members and leaders to promote civic engagement with and ownership of the Living Wage campaign.

Communications and Events

- Organise employer events to celebrate and grow our network of Living Wage employers, including playing an active role in the delivery of Living Wage Week every year
- Collate case studies and examples of best practice to develop materials and promote the Living Wage.
- Support the development of the Foundation's presence on social media and website.

Person Specification

REQUIREMENTS		ESSENTIAL	DESIRABLE
EXPERIENCE AND	A minimum of 4 years proven, comprehensive experience in a project management role	✓	

QUALIFICATIONS	Experience of building and managing successful relationships and partnerships with businesses and other stakeholders	✓	
	A proven track record of delivering and reporting against targets and on budgets	✓	
	Experience of line managing staff and developing them to realise their potential		✓
	Experience of managing and developing Salesforce or similar databases		✓
	Degree or equivalent professional qualification		✓
KEY SKILLS AND KNOWLEDGE	Outstanding communication skills, both verbally and written, combined with the ability to liaise with senior stakeholders	✓	
	Excellent interpersonal skills with the ability to build relationships, lead, influence and motivate others	✓	
	Strong monitoring and evaluation skills and the ability to interpret results to adapt strategy	✓	
	Ability to act on own initiative to introduce and develop new projects and systems	✓	
	Proven computer literacy to include MS Office and database software	✓	
	Understanding of the policy and campaign landscape in the UK		✓
PERSONAL ATTRIBUTES	A proactive approach to all areas of work with a 'can do' attitude and a flexible approach to work demands	✓	
	A strong commitment to the Living Wage campaign and principles of Citizens UK	✓	

Application Procedure

Method: Fill out application form which you can download at www.livingwage.org.uk/jobs. Please save file as 'Name – Programme Manager'

Submit to: recruitment@citizensuk.org

Please note: The subject heading of the email must contain the applicants name and the words 'Programme Manager'.

Applications deadline: Midnight on Monday 16th November 2020

Interview dates: Thursday 26th November 2020

Citizens UK and the Living Wage Foundation are committed to being an inclusive employer. We value a diverse workforce and encourage anyone with an interest in this role to apply, regardless of whether you meet all the desirable criteria. We invest in our staff and will support you to develop

the skills and knowledge required to deliver the role. We particularly welcome applications from black, Asian and minority ethnic (BAME) candidates, who are underrepresented at the Foundation. Please contact us if you would like to discuss flexible working arrangements ahead of applying.

There is a voluntary and anonymous [Diversity Monitoring Form](#) which helps the Living Wage Foundation to monitor against the aims and commitments of our Equal Opportunities Policy. We appreciate your help and cooperation by filling in this form.

For more about the Living Wage Foundation and Citizens UK please visit www.livingwage.org.uk and www.citizensuk.org.