



Job Description

Programme Manager

Reports to	Head of Restoring Rivers & Catchments
Responsible for	A programme of projects and the respective Project Managers
Location	The position will be hybrid working – with a minimum of one day per month in the office based in Leatherhead with limited travel across the SERT area. Our office base with hot desks and meeting facilities is in Leatherhead (KT22).

About us

The South East Rivers Trust is an environmental charity bringing rivers and their catchments back to life. Working in 12 river catchments across the south east of England, the Trust connects communities and mobilises citizen scientists to educate and engage people on the importance of rivers, and supports and challenges stakeholders, businesses and individuals to protect them. The Trust uses data and evidence to target positive action and works with nature to make rivers healthy again. This includes tackling water pollution, addressing water scarcity, reconnecting rivers and restoring habitats.

Working at the South East Rivers Trust is rewarding, fulfilling and busy; we work collaboratively and with passion, and this is reflected in our core values of: delivering high quality work, using expertise and scientific understanding, building good and effective relationships and bringing positive energy to all we do. If this sounds like an environment that you would thrive in, we would love to hear from you.

The role

Working primarily in the Restoring Rivers & Catchments (RRC) Team, the Programme Manager will be responsible for the oversight and delivery of a portfolio of environmental projects and internal change projects ranging in size and complexity. This will be achieved by facilitating and assuring the performance of Trust staff, external contractors and partner organisations to safely deliver multiple projects and outcomes to time, cost and quality.

You'll be responsible for the management of a programme of our larger projects with budgets from £200K to in excess of £1M. Projects may include weir removals/fish passage easement, river channel restoration, natural flood management, floodplain reconnection and water quality interventions. An understanding of the technicalities of the above activities is not required for this role, although some level of experience would be advantageous. We expect that this knowledge will be grown through your development within this role. The technical expertise, both from within the Trust and external consultants, will facilitate the delivery of works. The Programme Manager will be responsible for the performance.

You will have involvement in developing the project lifecycle across the trust as projects progress through a pipeline from conception, through to their execution and closure. This will include monitoring the status of all projects at the Trust and regularly reporting to the Management Team, as well as mentoring staff as they manage projects themselves.

As a senior post, there is the opportunity for the right candidate to grow into further management functions within the Trust according to your strengths and interests. For example, there is the opportunity to play a key role in the business development of the Trust, as well as the opportunity to be responsible for developing and managing strategic relationships. It is envisaged that line management responsibilities will be phased in as part of this role. Please highlight any relevant experience or skills that could support the management of the Trust in your application.

The health of rivers has never been more important. This role will be key in delivering projects that protect the quantity and quality of water in the water-stressed south east, whilst protecting biodiversity which is regrettably in sharp decline. This role is integral in ensuring that projects that will make a real difference are delivered on the ground.

Key duties & responsibilities

1. Management of Restoration/Enhancement Projects (estimated 65% of time)

- 1.1. Provide Project Management leadership, manage and be responsible for your portfolio of enhancement projects for a variety of partners, stakeholders and clients including water companies, the Environment Agency, local authorities and large grant providers.
- 1.2. Be responsible for the overall outcome and performance of your portfolio of projects, including setting and managing programmes of work, budget setting and reporting, risk management, quality assurance, monitoring and reporting.
- 1.3. Assist in the management of project managers, project staff and/or contractors ensuring the adequate provision of information, instruction, supervision and other resources to enable the Team to deliver on projects efficiently, to time and on budget.
- 1.4. Maintain good working relationships with key clients/funders, partners and stakeholders at various levels; including the Environment Agency, water companies, local authorities, partnerships, community groups and subcontractors.
- 1.5. Be responsible for the required contract development and management – both for the receiving of funding (i.e. awards) and to facilitate delivery (i.e. sub-contracts), ensuring that all follow the Trust's and funder's policy processes.

2. Monitoring of projects (estimated 20% of time)

- 2.1. Maintain and develop the Trust's systems and pipeline for capturing and documenting all potential projects.
- 2.2. Maintain and develop the Trust's reporting system to record the regular health and risk of projects across the Trust.
- 2.3. Produce regular summary reports for the Management Team to assess the status of projects across the Trust, particularly to highlight issues and to assess risk.
- 2.4. Work with Project Managers primarily but not exclusively within the RRC Team, to support the delivery of their projects and implement mitigation or change, providing expertise and advice as needed.
- 2.5. Ensure projects are accurately tracked and regularly documented using Project Management tools (i.e. Trello or MS Project). Work with senior managers to review, refine,

develop, implement and monitor appropriate project systems and processes for a growing organisation.

- 2.6. Support technical staff in the documentation of projects, including (for example) incorporating lessons learned and best practice into the Trusts business as usual.
- 2.7. Work with staff in the RRC Team to manage staff resource; including forecasting staff time on projects and advising managers on scheduling and capacity across the programme.

3. Business and Organisational Development (estimated 15% of time)

- 3.1. Work with the heads of the Trust's five teams to respond to new project/tender opportunities; developing competitive quotes and/or tender applications based on sound plans and costings.
- 3.2. Build, maintain and expand good working relationships with external partners and stakeholders to develop and secure new project opportunities.
Oversee the process of project award and reporting to funders, acting as corporate liaison for the Trust, especially on multi-year grants that require annual updating (e.g. Environment Agency funding).
- 3.3. Contribute to the Trust's external profile and good reputation.
- 3.4. Represent the Trust in the national Rivers Trust movement Community of Practices, sharing best practices and applying learning to the Trust.
- 3.5. Deliver bespoke training and mentoring to Trust staff to increase project management capability.
- 3.6. Deputise for other senior Trust members as appropriate.
- 3.7. Other duties as may be appropriate to the position.

Person specification

Please keep this person specification in mind, as well as the Trust's core values when completing your application. Knowledge, experience, skills and attitudes will be assessed through both the application process and at interview.

Requirements	Essential	Desirable
Training and Experience		
Educated to at least degree level in a relevant field or equivalent relevant work experience.	X	
Five years' experience working in Project/Programme Management		X
Relevant project management training accreditation (e.g. PRINCE2).		X
Experience of using project management software (e.g. MS Project)	X	
Strong track record of managing projects of varying complexity/budgets.	X	
Able to initiate, plan and manage major new projects or significant new activities, ensuring plans complement broader operational strategy.	X	
Experience supporting and developing colleagues in project management'		X
Experience of securing, evaluating and managing commercial contracts.		X
Experience of managing grant funded projects such as government agencies or Heritage Lottery Fund.		X
Knowledge and Understanding		
Excellent understanding of the theory of Project Management and its application to projects.	X	
Good understanding of the drivers and needs of a range of stakeholders (developers, local authorities and government agencies).	X	
Good understanding of the issues and challenges facing rivers.		X
A good understanding of the challenges of working in the NGO sector and/or a small organisation.		X
A strong track-record in business development; being able to identify opportunities and making successful quotes and tenders.		X
Skills & Personal Attributes		
Excellent organisational skills; able to work under pressure to tight deadlines; able to delegate and oversee tasks to other team members	X	
Proficient IT skills, particularly MS Office/MS365	X	
Strong interpersonal skills and a natural leader, committed to the professional and personal development of staff.	X	
Excellent communication skills for both internal and external audiences.	X	
Strong strategic thinking, problem solving, planning skills and to remain calm and considered under pressure.	X	
Ability to lead and facilitate meetings with both internal staff and external stakeholders.	X	
Genuine enthusiasm and passion for delivering healthy river ecosystems.	X	
A self-starter, able to work to a common goal unsupervised.	X	
Able to persuade and influence in order to ensure the Trusts visions and values are upheld.		X

Miscellaneous		
Commitment to equality of opportunity	X	
Full driving licence and access to a vehicle for work purposes		X
Suitable, safe home working environment	X	
Ability to work very occasional evenings and weekends if required	X	

Conditions of service

Salary: £36,000 – £42,000 (dependent on experience).

Contract period: This is a permanent full time. The appointment will be subject to a six-month probationary period.

Pension: SERT operates a contributory pension scheme through the Rivers Trust and will pay 9% of salary subject to a 6% employee contribution.

Driving licence and vehicle: A shared work van is provided for delivery of projects. Your own transport for other travel is requested which will be reimbursed at HMRC rates.

Annual Leave: Public holidays. Plus annual leave entitlement of 25 days per year, increasing by one day per year after 3 years in post, to a maximum total allowance of 28 days per year.

Location: Hybrid working – with a minimum of one day per month in the office based in Leatherhead. The office has 8 hot desks available for staff and teams to book more regularly. We will also consider remote working.

Right to work in UK: All applicants must have the right to work in the UK. We do not sponsor applicants from overseas.

Employee benefits

- Hybrid working and remote working
- Flexible and part-time working opportunities
- Enhanced leave policies including sickness, maternity and paternity
- Flexible bank holiday arrangements
- Life Assurance (if join SERT pension scheme)
- Employee Assistance Programme
- Wellbeing team, with trained Mental Health First Aiders
- Four staff away days per year
- TOIL allowance
- Commitment to career development and training, including but not limited to:
 - Individual career development plans
 - Attendance at external training and conferences relevant to role
 - Internal training relevant to role
 - One personal development day per year
 - Access to resources and training via affiliated memberships

Application process

At SERT we believe in equality of opportunity and positively encourage applications from suitably qualified and eligible candidates regardless of age, sex, race, disability, sexual orientation, gender reassignment, religion or belief, marital/civil partnership status, or pregnancy and maternity. We are committed to better reflecting society and the communities who use, need and enjoy our rivers within our workforce. We welcome requests for flexible working. All applications will be judged solely on merit.

Please email the following to jobs@southeastrivertrust.org:

- a completed application form
- a completed Equality and Diversity Monitoring Form

We are running a **rolling application and interview process**, with final interviews taking place by Friday 20th October via Zoom. The vacancy will be removed from SERT's website once offered.

If you would like to discuss the position please email jobs@southeastrivertrust.org, with your enquiry and we will arrange to call you back.

Please note: All applicants must have the right to work in the UK. We do not sponsor applicants from overseas.

Applicant privacy policy

When submitting your application to us, it is important you are aware of what will happen to your personal data after the position is filled. Please download and read our Applicant Privacy Notice from the website.