

Job description

Senior Programme Developer

Reporting to: Head of Design and Innovation

Location: This role is based at our London office - all employees are currently working remotely from home due to Covid-19 guidelines.

The post-holder must be willing to travel within the UK and occasionally work out of office hours

Key responsibilities of this post

1. Beneficiary inspired, insight-led, human-centred service / intervention / programme discovery, design and development
2. Fostering and development of relationships with key thought leaders, professional experts and organisations working across strategic priority areas to spot new ideas and potential partnerships
3. Multifunctional team project management and Design & Innovation coaching.
4. Day to day portfolio management, development and delivery at pace and at scale.

Job purpose

The Senior Programme Developer role at BookTrust will have a specific focus on:

- i. Leading the design, development and deployment of near-term improvements to BookTrust offerings. Ensuring that recommendations to proposition updates align against our strategic objectives, changes are desirable to our beneficiaries and key stakeholders, feasible for implementation and viable from an operational point of view. Strong project management skills will be required here alongside a flair for human-centred service design to ensure change is focused where the biggest positive impact can be felt.
- ii. Leading the discovery, definition and design of future offerings and interventions that complement the existing portfolio and extend BookTrust's reach and impact in the spaces of strategic importance. An ability to translate research and insight into learning hypotheses, design requirements and new idea propositions will be critical here. As will be the ability to place a true empathetic lens on designing for the real needs of our beneficiaries, understanding their motivations & aspirations and considering the appropriate in-context learning environments to develop ideas in.
- iii. Building and fostering relationships across the BookTrust organization and more broadly across the wider external landscape. There will be a particularly strong need for collaboration with the Children in Care Partnerships Lead to develop new ways of working to ensure BookTrust activities in this space are brought together to tell one coherent story for our beneficiaries. Working with Research & Impact, Marketing, Operations, Campaigns, Fundraising and our Books teams to ultimately deliver a portfolio of offerings and interventions that reaches those children who need most support and encourages the initiation, re-initiation and maintenance of a reading habit that lasts. Moreover, keeping up to date with the external landscape will be essential for identifying the best opportunities for BookTrust to make impact.
- iv. Line Management support and coaching of a Programme Developer ensuring they have stretching work objectives that help to meet the overall priorities for the project and give them space to develop their own skills and capability in design & innovation.

Working Approach

As a key member of the Programme Design and Innovation Team you will be expected to be:

- **Creative** – Can bring together different needs and perspectives of teams and key stakeholders to identify common ground and positive, transformative ways forward. Proposing design and co-creation process and approaches that generate meaningful programme interventions for those beneficiaries who need most support and working with the wider team to develop the plan.
- **Curious** – with a thirst for seeking out ways to learn, bring outside thinking, trends and perspectives to challenge and improve programme design and innovation constantly.
- **Courageous** – Works at pace and at scale to confidently challenge the status quo, creating hypotheses & prototypes to use as stimulus to spark conversation, with a willingness to risk trying and testing different ways of working and embracing positive learning from failure.
- **Collaborative** – recognizing the importance of establishing strong, effective relationships across BookTrust and externally with partners, always seeking to ensure early, relevant engagement for the benefit of the best proposition design.

Proposition discovery, design and development

Lead the design and development of human-centred reading propositions against strategic priority areas including:

- Horizon-scanning to identify potential development and innovation opportunities using a range of research evidence, market insight and internal data
- Engaging with external partners, organisations, experts and service users to ensure our work is supported with deep understanding of families, and the core issues that affect sharing books and stories at home
- Analysing and articulating potential development opportunities for new and existing programmes
- Triangulating demand, funding, external market and internal priorities to make recommendations
- Taking the lead on co-design and co-production activity to generate, prototype and test a range of ideas
- Managing multiple projects, including continuous improvements to existing programmes and pilot projects to test new ideas for reading initiatives
- Convening and leading external and internal project teams to design and develop ideas at pace
- Supporting the Head of Programme Design and Innovation to manage and prioritise the team's pipeline of programme improvement and new development projects
- Capturing and communicating learning and insights from development projects to build BookTrust's insight into what works to support families and improve our ability to deliver initiatives that are implementable, and result in fun reading experiences

Programme management

Leading the management of development projects from setup through to lessons-learned, including:

- Project planning, including developing and managing cross-organisational project plans for development projects, setting milestones with internal teams that reflect different phases of the design process, and connecting to relevant production and procurement timelines

- Maintain oversight and responsibility for existing offerings, where day to day work is led by Assistant / Programme Developers, to ensure they deliver against objectives and meet identified beneficiary needs.
- Preparing options papers, analysis and recommendations at key points in development projects to keep key decision-makers informed about project progress, and enable swift decision-making at critical points in projects
- Supporting the Head of Programme Design and Innovation to set, forecast and manage development budgets
- Managing, monitoring and reporting on the development budget expenditure
- Working closely with the BookTrust research team to ensure activities are underpinned by robust and proportionate monitoring and evaluation planning to ensure we continually learn as well as improve

General duties

- Be an active and effective member of the wider BookTrust team who is accountable, supportive and can be relied on to follow-up and take responsibility
- Be committed to continuous personal development and maintaining current professional and specialist
- Carry out all duties in line with BookTrust policies and procedures
- Undertake additional reasonable duties as required
- Promote BookTrust and its vision and values in activities, both internally while carrying out duties and externally, with stakeholders and the general public

Person specification		
Criteria	Essential or desirable (E or D)	Shortlist or interview (S or I)
Experience		
Working with multi-disciplinary and specialist teams to develop and implement improvements	E	S
Collaborating with others to identify and test solutions to a defined issue	E	S, I
Convening and chairing meetings and steering groups	E	S
Managing multiple projects with competing priorities	E	S, I
Monitoring and evaluation	E	S
Running design and innovation projects and activity (e.g. design sprints, service blueprinting, service design, user journeys)	E	S, I
Running design and innovation activity to address a social issue or challenge	E	S
Strong Presentation Skills	D	S
Safeguarding Training & Practical Experience		

Knowledge		
Knowledge and understanding of design and innovation processes, frameworks, tools and methodologies	E	S, I
Knowledge of current government initiatives and frameworks relating to children and families	D	S, I
Understanding of the impact of reading and literacy as drivers of social change	D	S, I
Skills		
Analysis	E	S, I
Problem definition and solving	E	S, I
Negotiation	E	S, I
Verbal and written communication	E	S, I
IT skills, including: Microsoft Word, Excel, Powerpoint	E	S, I
Attributes		
Accountable and responsible for own work and deadlines	E	S, I
Highly proactive and independent	E	S, I
Able to challenge the status quo	E	S, I
Self-motivated	E	S, I
Resilient	E	S, I
Positive	E	S, I
Flexible and adaptable	E	S, I
Ability to work at pace	E	S, I
Qualifications		
Degree level or equivalent professional qualification	E	S
Masters level or equivalent professional qualification	D	S

Terms and conditions

Salary: £40-46k commensurate with experience

Holidays: 28 days plus public holidays

Pension scheme – 7% employer contribution

3 x salary life assurance

Employee Assistance Programme

Flexible working arrangements