



Programmes Delivery Manager

About Parent Zone

[Parent Zone](#) is a social enterprise that sits at the heart of modern family life, providing advice, knowledge and support to shape the best possible future for children as they embrace the online world. We bridge the gaps between parents, policy and platforms, providing insights and knowledge in order to shape a better future for all.

For nearly 20 years we have worked with partners such as Google, Meta and DSIT to develop innovative projects, giving families information, support and advice.

We are optimistic about the future while recognising the challenges families face in bringing up children in a digital world – challenges we seek to ameliorate.

Job role: Programmes Delivery Manager

Salary: £30,000 - £35,000

Location: Angel (London N1)

The role

As Delivery Manager, you will be working with colleagues to set up, deliver and monitor Parent Zone's various education, training and support programmes.

You will be a talented and organised individual who has experience in delivering complex projects from the ground up. You will be able to manage all of the aspects of delivery from planning and delivering training and conducting quality assurance to managing a team of freelance trainers. You will ensure that the logistics which underpin the smooth running of our programmes are organised and executed with military precision.

This is an exciting opportunity to work in a small, dynamic team and take a lead role in some of our most ambitious projects.

Your duties will include:

- Supporting the planning and execution of programmes in the UK and Ireland
- Providing consistent and effective management to a diverse team of trainers and volunteers who take our programmes directly to families
- Designing and delivering training to trainers – and other professionals – on our programmes and providing high quality support to help them deliver to the standards we expect
- Setting out plans to monitor quality assurance – and working to deliver those plans alongside colleagues
- Working across the Programmes unit to ensure that any logistical or practical needs are managed and dealt with
- Helping ensure KPIs are consistently met and anticipating any issues or challenges before they become problems
- Supporting with whole organisation infrastructure needs such as device management, storage support and the delivery of kit or resources

Skills and experience

- You will be an exceptionally organised, calm person with the ability to manage and deliver complex tasks and think about effective use of resources in your planning
- You will have experience leading on operational or delivery related tasks
- You will have experience delivering training to professionals and colleagues – as well as monitoring quality assurance
- You will have experience of organising events including setting dates and making logistical arrangements
- You will be a skillful communicator who can collate essential information with a meticulous attention to detail
- You will be used to working to targets and enjoy the challenge of making things happen
- You will be flexible and able to juggle multiple projects whilst maintaining quality for each of them
- You will be a confident problem solver, unruffled when things go wrong and quick to deal with any crisis
- You will enjoy a challenge and relish the opportunity to scale projects at speed



To apply, please send your CV and a covering letter outlining your suitability for the role to megan@parentzone.org.uk by Friday 3 May 2024.

Please note that applications without a covering letter will not be considered.

Interviews will take place w/c Monday 6 May 2024.