

## **Senior Programme Manager – IRARA, Global Operations, Sheffield (£65,000 per annum)**

### **Overview:**

This is an exciting opportunity to join our growing global organisation in Sheffield as Senior Programme Manager. This is a varied but demanding role that helps drive the expansion of IRARA support services, the pursuit of new business, launching new projects and ultimately BAU. We are seeking a professional as Senior Programme Manager to help oversee and coordinate the various programmes, solutions and other strategic initiatives from across the organisation. Reporting directly to the Chief Executive, the post holder will be a key liaison point between finance orientated personnel, UK/EU government officials and the IRARA overseas offices delivering front line reintegration services under various national funding programmes. The role is based in Sheffield and will form part of the IRARA Senior Management Team.

### **Organisation Overview:**

IRARA (International Returns and Reintegration Assistance) is a growing International NGO that is committed to providing much needed support services to individuals and families who are repatriating to their home countries after a period of living in Europe or the UK. We work in a significant number of countries across Asia and Africa to deliver reintegration services to the highest standard. IRARA achieves this by enabling self-development through the promotion of health, education and social responsibility.

### **How will you contribute?**

You will be responsible for:

- Overseeing the operational delivery of IRARA reintegration programmes
- Internal and external reporting
- Establishing and managing KPIs / SLAs
- Management and motivation of a team
- Management and motivation of subcontractor partners
- Successful and timely completion of reintegration activities
- Accurate recording of reintegration evidence
- Managing and communicating with senior stakeholders within our international government customer base
- Ensuring a consistency of service, irrespective of the Country of Delivery
- Taking a leadership role within the industry, promoting IRARA in order to expand our portfolio
- Ensuring the IRARA team are regarded as the best in the world for the delivery of reintegration services
- Playing a significant role in long-term planning, including initiatives geared towards operational excellence
- Driving initiatives in the management team and organisationally that contribute to long-term operational excellence
- Improving the operational systems, processes and policies in support of the organisation's mission
- Complaints management and acting as a senior point of escalation.
- Working within and management of strict budgets

### **What you will bring:**

To be shortlisted for this role you will need a minimum of 10 years' experience within a similar senior operations management role with a high level of achievement in operational standards managing multiple departments. We will need to see evidence of resource planning, implementing, and managing standard operating procedures, budgeting, financial management, business development and process improvement in your application and you will be well versed in coaching and developing teams to achieve high levels of performance. We are looking for a goal driven self-starter who is comfortable leading from the front, who communicates clearly and consistently, who likes to work at pace and is happy to both challenge and motivate others. This role needs a leader who is driven and can take control and prioritise actions with a drive for achieving results. You will need to be proactive, inquisitive and have a passion for challenging teams to drive performance – often across multiple geographies and cultures.

### **Required Education:**

- Bachelor's Degree level education is essential. (Masters' degree is desirable.)

### **What do we offer?**

We offer an opportunity to be part of a global support network, which aims to positively impact the lives of others. We have a culture and working environment that is friendly and fast paced, supporting your personal growth and development within the organisation. You will be required to travel (domestic and international), providing the opportunity to work and build relationships with people from around the world across multiple cultures and backgrounds.

We really value our people and offer a friendly, safety-first working environment and a competitive salary along with other benefits including company pension scheme, 22 days hols + bank hols with the option to buy more, and cycle to work scheme.

Our people are at the core of our organisation and what makes IRARA great. That's why we also provide significant opportunities for career development and progression, as well as training enrichment and multi-skilling, in a dynamic working environment.

This role is based in Sheffield, the hours of work are Monday to Friday 08:30 to 17:30

Salary: £65,000 per annum

To apply please send your CV and covering letter to [careers@irara.org](mailto:careers@irara.org) quoting ref: SPM