Creating a world of better opportunities

Job description

Programme Manager – Volunteering Transformation

Hybrid - Stevenage

Fixed Term Contract

Grade 11

Full Time - 35 Hours per Week

Reports to: Transformation Manager

Where the role fits

This role sits within the Transformation Office, which helps shape and deliver projects and programmes in support of the IET's strategic ambition, ensuring all activity aligns with the IET's Change Delivery Framework and supports sustainable, organisation-wide change.

Operating across the organisation, the role will work directly with the People Director and the Governance and External Engagement Director, as co-sponsors of the Volunteering Transformation Programme.

Purpose of the role

Every week, thousands of Members (and some non-Members) choose to give their time, energy, and expertise to something bigger than themselves. Their generosity powers our mission and brings our strategy to life. To reinforce volunteering as a strategic priority for the IET, we are embarking on a major programme of transformation that will impact every area of the organisation.

Our transformation programme includes achieving the Investing in Volunteers accreditation; creating a modern, consistent and high-quality volunteer journey across all touchpoints; and driving the cultural change needed to ensure everyone in the organisation understands the value of our volunteers and that we strengthen the way we support, develop and manage them.

The Programme Manager leads the delivery of the transformation programme, building on the existing scope and design to ensure alignment, visibility and effective decision making across its interconnected workstreams. They will ensure activity is well planned, risks and interdependencies are managed, stakeholders are engaged, and progress is clearly tracked and reported.

Our leadership charter

Leadership is important. It helps create the culture that we need to be a success – as individuals, as teams and as an organisation. As part of our framework, we have four behaviours we specifically look for in our leaders:

- **Shares vision** – by setting a clear shared vision of success for the organisation
- **Sparks engagement** – by empowering, inspiring, and developing people
- **Skilfully executes** – by setting stretching performance expectations, reviewing progress, and holding people to account to deliver planned outcomes
- **Sustains progress** – by recognising achievement and encouraging continuous improvement and experimentation

Our five behaviours

Created by our people – for our people; our behaviours underpin much of what we do and reinforce the type of organisation we want to be. They're an integral part of how our performance is managed and how we recognise great work, and map across our learning and development offering too.

You will seek to bring our behaviours to life in all that you do:

- **Include everyone**
- **Do your very best**
- **Take full ownership**
- **Work well with others**
- **Openly communicate**

Main duties and responsibilities (not necessarily in priority order)

– Lead the delivery of the Volunteering Transformation Programme, ensuring activity across workstreams is coherent, aligned and appropriately sequenced.
– Shape and articulate a clear programme vision, narrative and roadmap, ensuring colleagues, volunteers and leaders understand objectives, benefits and expectations.
– Ensure robust governance arrangements are in place, providing high-quality reports, papers and insights to programme sponsors, governance groups and Trustees
– Oversee programme controls, ensuring scope, plans, timelines, risks, issues and financials are clearly defined and actively managed.
– Manage cross-workstream risks, interdependencies and constraints, ensuring they are understood, tracked and resolved to maintain programme momentum.
– Support capacity planning and resource allocation across the programme, ensuring teams are clear on priorities and equipped to deliver.
– Develop and maintain strong, positive relationships with project leads, subject-matter experts, volunteer leaders and operational teams across the IET, supporting ownership and shared accountability for delivery.
– Provide coaching, mentoring and guidance to project leads to support their successful delivery of programme activities.
– Support colleagues and volunteers through change, ensuring readiness, capability-building and adoption of new ways of working.
– Present programme updates to executive, non-executive and volunteer governance bodies, ensuring decision-making is well-supported and evidence-based.
– Any other duties as are reasonable as per the skill and experience of the post-holder.

The following generic responsibilities would also apply to the role. Specific responsibilities will vary depending on the department and level of seniority.

– **Deliver operational excellence:** You'll be responsible for the efficient and effective execution of day-to-day tasks and projects, ensuring they align with organisational goals.
– **Collaborate for success:** You'll work closely with colleagues across departments, fostering open communication and a collaborative environment to achieve shared objectives as a One IET team.
– **Support continuous improvement:** You'll actively participate in identifying areas for improvement and implementing solutions to enhance efficiency and effectiveness within your area.
– **Develop and motivate teams:** For manager roles, you'll be responsible for coaching, motivating, and facilitating the learning and development your team to achieve their full potential, fostering a positive and inclusive work environment.
– **Enhance team strengths:** You'll support your team in understanding and using their individual strengths to improve productivity and engagement, ensuring everyone can contribute effectively.

Skills and experience required

– Proven experience delivering organisational change and transformation programmes involving multiple interdependent projects.
– Strong programme design, planning and delivery skills, with the ability to bring structure, discipline and clarity to complex environments and align programme activity with organisational strategy.
– Excellent communication skills, with the ability to convey complex information clearly to diverse audiences and build influential, trust-based relationships with key stakeholders.
– Understanding of change management principles and approaches; formal change management training or certification (e.g. Prosci, APMG, equivalent) would be advantageous but is not essential.
– Ability to coach, mentor and support project teams.
– Strong risk, issue and dependency management skills.
– Experience working within not-for-profit, membership or volunteer-led organisations.
– Relevant training or certification in programme, project or portfolio management.

The following generic skills and experiences would also apply to the role. Specific requirements may vary depending on the department and level of seniority.

– **Leadership and motivation:** Where required, experience in a role is demonstrating strong leadership, motivational abilities, and the ability to delegate effectively.

- **Collaborative communication:** You'll possess excellent written and verbal communication skills with a focus on active listening, clear communication, and building strong relationships with colleagues.
- **Strong organisational and time management:** You'll demonstrate excellent organisational skills with the ability to prioritise effectively, manage your workload to meet deadlines consistently, and ensure project deliverables are achieved on time and within budget.
- **Technical and operational expertise:** You'll possess a strong understanding of the relevant technical or operational area, coupled with a strategic mindset and problem-solving skills to identify and implement solutions to ensure smooth delivery.
- **Teamwork and independent work:** You'll be a strong team player with the ability to work independently and take initiative when required.
- **Promoting a positive and inclusive work environment:** You'll be passionate about creating a positive and inclusive work environment where diversity is celebrated, teamwork is valued, and collaboration thrives.
- **Proficiency in IT tools:** You'll be proficient in Microsoft Office applications and demonstrate a willingness to learn and use any applicable support systems, including CRMs and databases.

Document control

Authorised by	Job Title	Date
Head of Department / Team	LV, Transformation Manager	02/2026
Strategic People Partner	JW, SPP	02/2026

This job description is not intended to include specific tasks, temporary activities or projects but aims to describe the overall purpose and outputs for the role and may be subject to change. Using this role profile, specific success objectives will be part of the ongoing performance conversations with your manager throughout the year.

It's the expectation that you will understand and keep up-to-date with all IET mandatory policies and appropriate training, including data protection and data handing, as well as current Health and Safety policies.