



Homecare Association

Role Profile

Title: Policy and Programmes Delivery Lead (1 year FTC)

Reports to: Chief Executive

Location: Waterloo, SE1 8UL
(Hybrid working – minimum 2 days in office, 3 days working from home for full time role)

Salary:

Homecare Association

We are the UK's membership body for homecare providers. Together, we ensure homecare is valued so all of us can live well at home and flourish within our communities.

Role purpose

To lead the effective delivery of the Homecare Association's policy, practice and innovation work during a period of maternity cover, ensuring programmes, projects and team activity remain on track, well-managed and aligned to organisational priorities.

The postholder will provide strong operational leadership to the team, translating strategic direction into clear plans, overseeing delivery against agreed objectives, and maintaining high standards of output, stakeholder engagement and internal collaboration.



Homecare Association

Accountabilities

Programme management and delivery

- Own the planning, coordination and delivery of the policy, practice and innovation work programme.
- Maintain clear delivery plans, milestones, risks and dependencies across multiple projects.
- Track progress against objectives and KPIs, escalating issues early and constructively.
- Ensure outputs are delivered on time, to a high standard and fit for their intended audience.

Line management and team leadership

- Provide day-to-day line management for the Policy, Practice and Innovation team.
- Support staff to plan, prioritise and deliver their work effectively.
- Hold regular 1-to-1s, manage workload pressures, and maintain team wellbeing.
- Support performance, development and accountability during the cover period.

Translating strategy into action

- Work closely with the Chief Executive and Leadership Team to understand strategic priorities.
- Translate agreed priorities into clear operational plans for the team.
- Ensure alignment between policy development, member engagement, communications and external activity.



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Stakeholder and sector engagement

- Lead routine engagement with members, partners and stakeholders in line with agreed plans.
- Represent the Association externally where appropriate, focusing on delivery, evidence and implementation rather than agenda-setting.

Governance, reporting and assurance

- Provide clear, timely updates to the Chief Executive and Leadership Team on delivery, risks and emerging issues.
- Ensure high-quality briefing, consultation responses and publications are produced by the team to agreed standards.
- Maintain oversight of budgets and resources within agreed limits.



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Dimensions

- Accountable for departmental budget totalling c. £300K.
- Direct line management accountability for the Policy, Practice and Innovation Team, currently comprising four direct reports.

General

Undertakes other such duties as required by the Chief Executive, Leadership Team or Board.

Equal opportunities

Promotes and acts at all times in line with the Company's Equal Opportunities Policy.

Confidentiality

Please pay attention to the confidential nature of this post. Disclosures of confidential information or disclosures of any personal data can result in prosecution for an offence under the General Data Protection Regulations 2018 or an action for civil damages under the same Act besides any disciplinary action taken by the Association which might include dismissal.



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Health and safety

Under the provisions in the Health & Safety at Work Act 1974, it is the duty of every employee:

- To take reasonable care of themselves and of others at work.
- To co-operate with the company, as far as necessary, to enable them to carry out their legal duty.
- Not to intentionally or recklessly interfere with anything provided (including personal protective equipment) for health and safety reasons or welfare at work.
- To report any accident or untoward incident, to take appropriate remedial action and to report fully to your line manager.
- To ensure that all appropriate risk assessments are in place.

Other duties

This role profile is not an exhaustive list of duties but should give a general indication of the range of work undertaken and will vary in the light of changing demands and priorities within the Association. We will consult with the post holder about any substantial changes to responsibilities.

Person Specification

Criteria	Essential	Desirable
Knowledge, skills, and experience	<p>Strong programme or portfolio management experience in complex policy or public-interest environments.</p> <p>Proven experience of line managing professional staff through busy delivery periods.</p> <p>Ability to plan, prioritise and deliver multiple workstreams to tight deadlines.</p> <p>Strong judgement and confidence in escalating issues appropriately.</p> <p>Excellent written and verbal communication skills.</p> <p>Understanding of adult social care or closely related sectors.</p>	
Qualifications	Educated to degree level or equivalent	
Training	Evidence of commitment to continuous professional development	
Values, skills and personal attributes	Strong alignment with the Association's principles – Integrity, Intelligence, Inclusiveness, Inspiration and Influence (see attached).	



Criteria	Essential	Desirable
	<p>High level of emotional intelligence (see indicators attached).</p> <p>Strong management skills and experience, with the ability to motivate and encourage other people.</p> <p>Natural authority with the ability to build strong external relationships to enhance and strengthen the Association's profile.</p> <p>Team player, able to work at pace, meet tight deadlines and manage a challenging workload.</p> <p>Credible and confident communicator, written and verbal, at all levels.</p> <p>Tenacious and results driven with sound business judgement.</p> <p>Passionate about achieving high levels of excellence.</p> <p>Strong analytical and problem-solving ability.</p> <p>Self-managing, with the ability to work proactively using own initiative.</p> <p>Resilient, flexible and stress tolerant.</p>	



Principles – what we value and what drives our culture

Principle	Meaning
Integrity	It is important to us to be honest, trusted, reliable, grounded and stable.
Intelligence	It is important to us to adopt an intelligent and evidence-based approach to our work. This includes intelligent use of resources, as well as researching, analysing, questioning and synthesising data, creating insights and information which offer value to others.
Inclusiveness	It is important to us that we are welcoming and engaging, treating others with respect, listening carefully and with empathy to achieve understanding.
Inspiration	It is important to us to inspire and motivate others, being ambitious, creative, confident and courageous, and acting with conviction.
Influence	It is important to us that we have a positive impact, leading and influencing others through skilful communication and development of relationships, to act, improve or change for the greater good of society.