

Strategic Project Manager

Join the team





Who we are

Since 1988, Care for the Family has been a charity that exists to strengthen families. As an organization our vision has always been to not only provide help and support in the tough times, but to help families put down strong roots in the good times, helping them to weather the storms of life if and when they arise.

We offer courses, events and resources to promote and support thriving family life, as well as preventative care to assist families through crises and help prevent relational breakdown. We operate specialist initiatives such as our national befriending support, coming alongside families who are facing the most challenging of circumstances, including parenting children with additional needs or coping with the loss of a child.

We are motivated by Christian compassion and love and are committed to supporting families of all faiths or none, with quality services and resources.



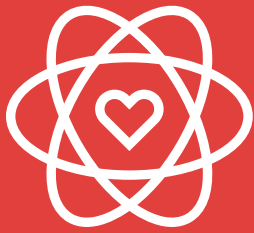
Our Mission

We exist to strengthen and support family life.



Our Vision

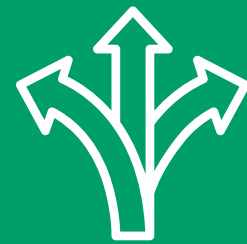
That all families will be able to find support during challenging times, and encouragement in the good times.



Our Values

We will seek to act:

- with generosity of spirit
- with vulnerability
- by honouring the least



Our Approach

The focus of our work is:

- with adults
- universally accessible
- evidence-based

Employment Ethos

Care for the Family is a Christian organization and for some roles there is an occupational requirement for the post holder to be able to demonstrate a commitment to the Christian faith. If there is such a requirement it will be included in the job description. Where this is the case, prospective staff will be asked to confirm that they affirm our statement of faith.

How our work helps

Each year, over



70,000
people

access Care for the Family services.



During 2024,



110

new facilitators

were trained who are now fully licensed and equipped to run the *Time Out for Parents* courses.

Each year



50

single parent families

are given a week-long adventure holiday to strengthen their family.

We reach over



16,000
people

a year through our live events all over the UK.

Several hundred parenting courses were run by licensed facilitators, reaching over



2,000
parents

across the UK.

Our teams produce over



100

resources

each year to support families whatever they are going through.

Through our befriending service



100s
of individuals

are supported each year, providing unique peer-to-peer support from trained befrienders.

Why work at Care for the Family?

- ✓ The knowledge that you are part of a team making a difference to family life in our nation, and beyond.
- ✓ 5 weeks annual leave (pro rata) rising to 6 weeks after 2 years' service, plus bank holidays.
- ✓ 10% non-contributory employer personal pension scheme.
- ✓ Security for your loved ones through company life insurance to the value of three times your annual salary.
- ✓ Family-friendly culture (the doors are locked at 6pm!) and policies including enhanced maternity pay.
- ✓ Secure, free parking for all employees - taking some of the stress and cost out of getting to work.
- ✓ Bottomless free tea and Fairtrade 'Kingdom Coffee' available all day.
- ✓ Prayer meetings twice weekly, as well as a dedicated prayer space in our Tovey House office.
- ✓ Staff conferences and events to build relationships, equip and encourage.
- ✓ Access to an Employee Assistance Programme and a variety of staff wellbeing groups.



STAFF DEVELOPMENT
THE BIRKMAN METHOD

At Care for the Family, we use a self-assessment tool called The Birkman Method.

We use Birkman to help increase awareness of ourselves and others and improve communication and relationships. Birkman has been used all over the world for 65 years to develop leaders, improve teamwork, and help us gain insight into our usual style, interests, needs and stress behaviours.

Strategic Project Manager

Role Description

- Hours:** Full time (37 hours per week)
- Location:** Care for the Family, Tovey House, Newport, NP10 8BA
- Duration:** Permanent
- Reports to:** Head of Operations
- Salary:** Up to £39,500, depending upon experience (plus 10% non-contributory pension contribution)

We're looking for an experienced project manager to lead our most significant, "high-reward" strategic initiatives. These are the projects that change the way we operate as an organization.

This isn't just about moving cards on a Trello board; it's about interpersonal leadership. You will be leading cross-functional teams of people who don't report to you, requiring a masterclass in "soft power," diplomacy, and drive. You'll also be our lead on high-level procurement, negotiating contracts with external partners and ensuring our technologists deliver exactly what the charity needs.

You will provide the professional framework and leadership necessary to move projects from conception to completion. You will act as the "bridge" between our strategic goals and operational reality, ensuring that every project delivers maximum value to the families we serve and the donors who support us.

Key Responsibilities

Project Leadership and Governance

- **End-to-End Delivery:** Own the project lifecycle for high-stakes initiatives, applying **Prince 2** principles to ensure projects are delivered on time, within scope, and to budget.
- **Strategic Risk Management:** Identify potential "roadblocks" – whether cultural, financial, or technical – and develop robust mitigation plans to keep the organization protected.
- **Outcome Focus:** Ensure that project success is measured not just by "completion," but by the long-term positive impact on the charity's efficiency and mission.
- **Budgetary Oversight:** Manage project budgets effectively, ensuring financial transparency and value for money in a charity context.



Collaboration and “Soft Power” Leadership

- **Matrix Management:** Lead multi-disciplinary project teams (Fundraising, Marketing, Operations, etc.) where you do not have direct line-management authority. You will be an expert at building rapport and securing commitment from busy colleagues.
- **Stakeholder Influence:** Work closely with the Senior Leadership Team and departmental managers to maintain alignment and navigate competing priorities.
- **Change Management:** Recognise that new systems or processes require a shift in culture. You will lead the “people” side of change, ensuring staff are supported and engaged throughout the transition.

External Partnerships and Resource Management

- **Strategic Procurement:** Lead the selection and onboarding of external service providers or consultants. This includes defining requirements, evaluating tenders, and conducting high-level contract negotiations.
- **Vendor Accountability:** Act as the primary point of contact for external partners, ensuring they meet their contractual obligations and provide value for money.
- **Expert Liaison:** Work confidently with subject-matter experts (SMEs) – whether they are technologists, legal consultants, or financial experts. You will translate complex “expert-speak” into clear, actionable insights for the wider team.

The Working Environment

Our projects often involve updating the “engine room” of the charity. While this is not an IT role, you will frequently lead projects involving:

- Complex software integrations (CRM, Finance, and Web/Digital).
- Data-driven transformations to improve fundraising and marketing.
- Operational process re-engineering to improve service delivery to families.



Person Specification

Essential:

- Prince 2 Practitioner (or equivalent project management framework)
- Significant experience leading cross-functional projects in a mid-to-large organization
- Proven ability to influence and lead teams without direct line authority
- Demonstrable experience in contract negotiation, budgeting, and procurement
- Ability to communicate complex concepts clearly to diverse audiences
- Ability to remain calm and focused when leading high-pressure, time-sensitive projects
- Ability to take a pragmatic approach, knowing when to stick to the “rulebook” and when to adapt your approach to suit the charity’s unique culture
- Ability to think critically, not being fazed by technical jargon or expert complexity; you ask the right questions to get to the heart of a challenge

Desirable:

- Experience in organizational design or change management
- Experience managing high-value capital expenditure
- Experience presenting at a board or executive level
- Experience in the charity or non-profit sector



Additional Information

Due to the nature of the role and the organization, we believe that this post is subject to an occupational requirement that the holder be a practising Christian under Part 1 of Schedule 9 of the Equality Act 2010. The role holder will additionally need to confirm that they agree with the Statement of Faith of Care for the Family.

Terms and Conditions

This is a full-time, permanent position. The salary will be up to £39,500 per annum, depending upon experience.

This position is 37 hours per week.

The position is offered subject to the satisfactory completion of a three-month probationary period.

Holiday entitlement is five weeks per annum, rising to six weeks after two years' continuous service, plus statutory holidays.

CFF operates a group personal pension scheme and will contribute to an employee's plan, within the scheme, a monthly payment equivalent to 10% of their gross monthly salary once conditions for entry to the scheme have been met.





Want to know what life is like at Care for the Family?

Have a watch of our introductory video:



Life at Tovey House

Relationship is at the heart of everything that we do. For that reason, we place a high value on working together collaboratively in our Newport office. Just moments from the M4 and A48, Tovey House provides a purpose-built, comfortable, modern and welcoming environment.

We are just a few miles from Cardiff, and 45 minutes from Bristol. Tovey House underwent a complete renovation in 2019, creating an attractive office space with room for collaboration and hosting events. We have ample free parking, and a hotel, pub and coffee shop a 5-minute walk away.



Care for the Family is a Christian initiative to strengthen family life, offering support to everyone.
A registered charity (England and Wales: 1066905; Scotland: SC038497).
A company limited by guarantee no. 3482910. Registered in England and Wales.
Registered office: Tovey House, Cleppa Park, Newport, NP10 8BA.

