



Programme Manager

Are you a structured delivery leader with the operational discipline, funder savvy, and authentic warmth needed to drive digital inclusion at scale? We are seeking an agile, results-driven Programme Manager to lead our funded initiatives, bridging high-level strategy with real-world community impact across the UK.

As a crucial operational architect within our Projects & Network Delivery directorate, you will own the end-to-end lifecycle of our most vital workstreams—from flagship multi-year investments like AI Literacy for London to pioneering employer pilots with world-class partners like Accenture. Acting as a trusted liaison between funders, technical specialists, and our 5,000+ strong National Digital Inclusion Network, you will turn strategic ambition into measurable social change.

About us

We are the UK's leading digital inclusion charity, at the heart of the national response, working to deliver immediate and tangible help for people, whilst shaping long-term systems change through advocacy, policy and partnerships.

Nearly 8 million adults still lack the most basic digital skills, nearly 2 million households struggle to afford connectivity and millions more lack the confidence to keep up with changes like AI.

We achieve our impact for digitally excluded people through working in partnership with:

- frontline organisations in the community providing direct support to digitally excluded people and people at risk of digital exclusion
- our strategic partners who share our vision and support us strategically and financially to deliver our mission
- local, regional and central government across the nations delivering services and developing policy

We support digitally excluded people through a blend of national infrastructure and grassroots delivery. Our key services include:

- The National Databank: providing free SIMs and mobile data packages.
- The National Device Bank: a sustainable, circular economy approach to refurbishing and redistributing donated tech.

- The National Digital Inclusion Network: over 8000 organisations working to embed digital inclusion in their work and support digitally excluded people
- Online resources such as Learn My Way and our AI Gateway, designed to support the development of essential digital and AI skills
- What Works Co-Lab: a research and innovation programme generating evidence and piloting new models of digital inclusion delivery and support
- Delivering national digital inclusion projects and support services for clients such as HMRC and Google.org.

Our vision

A world where everyone can participate in our digital society and benefit from digital and AI.

We deliver impact at scale with the partners in the National Digital Inclusion Network. We build evidence and drive innovation in digital inclusion through the What Works? Co-Lab. We want to drive system change through our campaigning, influencing and advocacy work.

Our values

- Collaborative
- Creative
- People-focused
- Curious
- Positive

Job description

Job title:	Programme Manager
Reports to:	Head of Network Delivery
Date	October 2026

Role purpose

Good Things Foundation is the UK's leading digital inclusion charity, working to ensure everyone can benefit from digital. We're building a society where everyone can participate in a digital world. We want digital inclusion to be a fundamental part of how our country works: with digital inclusion baked in, not bolted on. And where every sector steps up so that people can use technology to improve their lives. We want to collaborate to change the lives of millions – creating digital inclusion at scale, harnessing evidence and innovation, and fixing the systems that hold people back.

The Programme Manager is a key role responsible for the successful setup and delivery of funded projects and programmes on behalf of Good Things Foundation.

Working flexibly on a range of initiatives that may include both major, multi-year programmes such as the AI Literacy for London, and shorter pilot projects such as our work with Accenture on employability support, the Programme Manager will work extensively with funders, internal specialists, and with our network of Digital Inclusion Hubs to drive forward our activity in the area.

Main responsibilities

- Act as Good Things Foundation's lead on an assigned portfolio of externally funded and/or internal projects and programmes.
- Develop relationships with delivery partners including National Digital Inclusion Network members (independent charities, libraries, housing associations etc) and contracted specialists (e.g comms agencies, engagement providers etc) including:
 - Identification and recruiting delivery partners
 - Contracting (via grants or subcontracts)
- Delivery including delivery meet ups (in person and online), performance monitoring of KPIs and identifying underperformance and designing recovery solutions,
- Learning exchange, so we can learn from what is working and iterate delivery quickly.
- Own the funder relationship for assigned projects and programmes, including reporting, communication, and contract compliance.
- Develop and maintain programme plans and documentation, including briefs, risk logs, due diligence, requirements, RACI matrices, and budgets.
- Document and communicate business requirements to relevant stakeholders.
- Manage changes to scope, objectives, or timelines.
- Report progress and escalate risks using the GTF risk framework.
- Clearly articulate success measures, promoting a data-driven approach to delivery.
- Manage programme budgets to ensure cost-effective delivery.
- Plan, attend and facilitate promotional events linked to allocated programmes and projects

- Lead assessment, moderation, funding allocation, and award decisions,
- Lead internal change and governance projects where allocated, including responsibility for SMT portfolio oversight and reporting
- Be responsive to requests from Projects & Network Delivery colleagues, providing additional capacity during periods of high demand on other programmes/projects.
- Enhance programme delivery capability across the organisation through coaching colleagues.

Person specification

The criteria below describe what success in the role requires. Evidence may come from the charity, public, higher education, or private sectors, or from a transferable combination of them.

We welcome applications from people who can demonstrate many, though not necessarily all, of the experience and attributes below.

Experience

Essential

- 2+ years of experience delivering funded projects or programmes
- Experience of managing budgets and tracking spend
- Experience of working with partners or community organisations to support their delivery and performance
- Experience of managing several projects or workstreams at once, with competing deadlines
- Experience of using data to track progress against KPIs and report on outcomes
- Experience working with funders (whether from corporate, statutory or grant-giving organisations)

Desirable

- Experience delivering projects from set-up to close, including funder reporting and contract compliance
- Experience of public speaking or representing the organisation on panels, in online content etc.
- Experience of recruiting and onboarding delivery partners onto a programme
- Planning and facilitating events or workshops
- Contributing to internal change or governance projects, including providing reports to senior leaders

Personal attributes

- Commitment and alignment to Good Things Foundation's mission, strategy and values
- Adaptable in nature
- A growth mindset (the belief and motivation to improve on existing capabilities)
- Collaborative and good at building trust with partners and colleagues from different backgrounds
- Positive and solution-focused under pressure, with a drive to get things done
- Curious and open to learning from both data and lived experience

Knowledge and skills

- Solid understanding of project management practices e.g. project plans, risk logs, RACI and change control
- Able to produce clear written communications for a variety of purposes
- Confident relationship management
- Strong organisation and prioritisation, able to adapt when scope or timelines change
- Comfortable using new digital tools and analysing data, from sources such as spreadsheets and CRM systems

Inclusive recruitment approach

We welcome applications from people who are looking to work flexibly in terms of hours and locations and particularly from people with diverse backgrounds and experiences.

Our values underpin our equity, diversity, and inclusion commitments. It's only through promoting inclusion that we can truly embody the values of being people-focused and collaborative. Creativity is central to Good Things and we understand that having a diverse workforce drives innovation and creativity.

As an organisation, we're committed to ensuring that individual contributions are encouraged and valued. We recognise the significant benefits that can be achieved from striving towards a workforce that represents our partners in thousands of communities across the UK and further afield.

We therefore welcome applications from everybody who is committed to our vision and values and can demonstrate the skills, competencies, and experience required for the role applied for.

We are open to discussing the possibility of a secondment from organisations within the National Digital Inclusion Network and/or in any of our partner organisations.

Terms of appointment

Salary	£38,000 – £42,000, per annum, depending on experience. Higher-range appointments will normally be reserved for candidates who meet the essential criteria and bring substantial experience – for example, winning corporate partnerships, securing income and non-cash value, progressing opportunities to close and developing new offers or markets.
Location	Hybrid / Home Working Good Things Foundation is headquartered in Sheffield. We welcome candidates based in Sheffield, London or somewhere with practical access to both. Staff work flexibly across home and face-to-face settings. The role requires regular UK travel, particularly to Sheffield and London, for meetings, networking, events and public speaking. Travel to Sheffield to fulfil your role duties is considered normal commuting and the costs or time will not be reimbursed.
Hours	Full time *Flexibility of working patterns may be discussed with candidates if required
Benefits	See list of our benefits on our Working at Good Things webpage.

How to apply

Please email your application to recruitment@goodthingsfoundation.org by the closing date and time of **Sunday 25th October 11:55pm**. Please attach your CV and a supporting statement, of no more than two sides, that sets out:

- Tell us why you want to be Good Things Foundation's Programme Manager?
- How will your skills and experience directly contribute to our mission and strategic aims?
- Explain the main challenges facing people experiencing social / digital exclusion and how Good Things can help overcome those challenges in the next three years?

Applications which do not include both a CV and covering letter will not be considered.

We would also be grateful if you would complete the [Equality and Diversity monitoring form](#) on the online application process. This form is for monitoring purposes only and is not treated as part of your application.