



JOB DESCRIPTION & PERSON SPECIFICATION

PROGRAMMES MANAGER

Job Title	Programmes Manager	Service Area	Operations / Global Outreach
Job Family	Global Management	Line Manager	Head of Operations / Executive Director
Department	Programmes & Operations	Location	London HQ (with international travel)
Direct Reports	Programmes Officers, Regional Coordinators, Field Specialist Leads		

JOB PURPOSE

To manage, lead, and develop high-impact international programmes that facilitate and support the global dawah. The **Programmes Manager** oversees end-to-end programme lifecycles, establishes robust monitoring, evaluation, and quality assurance frameworks, and coordinates multidisciplinary international teams and partner organisations. The role holder ensures all global initiatives are delivered strategically, within budget, and aligned with iERA's mission and theory of change.

KEY DUTIES & RESPONSIBILITIES

1. International Programme Design & Strategic Delivery

- Lead the design, implementation, and management of international dawah programmes and field projects across diverse territories.
- Establish robust programme frameworks, milestone tracking, and operational work plans that align with the Board's strategic narrative and annual objectives.
- Oversee proposal evaluations, approve project workflows, and ensure all programmatic interventions deliver measurable community impact.
- Identify emerging global opportunities and pilot targeted initiatives to expand iERA's worldwide presence effectively.

2. Programme Systems, Quality Assurance & Risk Mitigation

- Design, refine, and enforce operational systems, standard operating procedures (SOPs), and quality assurance frameworks for all global programmes.
- Manage the programme quality review system, capturing lessons learnt, resolving delivery bottlenecks, and actively mitigating programmatic and safeguarding risks.
- Establish and maintain quantitative and qualitative KPI matrices, delivering detailed executive dashboards and Board reports.
- Oversee predictive forecasting, hotspot research, and impact evaluations to optimise resource allocation across continents.

3. International Team Leadership & Partner Collaboration

- Directly supervise, mentor, and build capacity across the programmes team, including Programmes Officers, regional leads, and international specialists.
- Conduct regular performance evaluations, development reviews, and structured onboarding for regional teams and international contractors.
- Build and nurture strategic partnerships with international NGOs, grassroots community leaders, Islamic centres, and stakeholder networks.
- Foster collaborative synergies between London HQ, continental offices, and field delivery teams.

4. Financial Oversight, Budgeting & Resource Allocation

- Collaborate closely with the Finance Department to formulate and manage annual global programme budgets and project allocations.
- Ensure full compliance with financial controls, procurement regulations, and grant management guidelines.
- Monitor regional expenditure, oversee contractor fee schedules, and verify cost-effectiveness across all international deployments.

5. Operational Governance & Travel

- Conduct regular international travel to assess field operations, audit programme delivery, and support high-level partner engagements.
- Work flexibly outside standard office hours and during weekends or bank holidays where global project milestones demand.
- Uphold organizational standards of excellence and ensure adherence to international statutory compliance.

COMPLIANCE & ORGANISATIONAL POLICIES

The role holder is required to strictly uphold and enforce compliance with iERA policies across all programmes:

- Extremism Policy
 - Safeguarding & Vulnerable Beneficiary Policy
 - People Platform & Whistleblowing Policy
- Risk Management & Health/Safety Procedures
 - Equal Opportunities & Dignity at Work
 - Anti-Bribery, Fraud & Financial Crime Policies

PERSON SPECIFICATION

CATEGORY	JOB SPECIFIC REQUIREMENT / EXPERIENCE	ESSENTIAL	DESIRABLE
Experience	4+ years in programme/project management within the non-profit, charity, or international development sector.	✓	
	Proven track record of managing multi-country programmes and dispersed international teams.	✓	
Systems & Methodologies	Demonstrated mastery in developing programme SOPs, monitoring & evaluation (M&E) frameworks, and risk systems.	✓	
	Formal project management certification (e.g. PRINCE2, Agile, PMP, or PMD Pro).		✓
Leadership & People Management	Proven ability to lead, mentor, and appraise direct reports, regional managers, and external contractors.	✓	
Mission & Islamic Awareness	Deep understanding of Islamic principles, dawah dynamics, and cultural sensitivities across diverse global communities.	✓	
	Completion of formal Islamic education or iERA Specialist Training programmes.		✓
Communication & Influence	Exceptional interpersonal, negotiation, and high-level stakeholder engagement capabilities.	✓	

QUALIFICATIONS & CORE COMPETENCIES

CATEGORY	REQUIREMENT	ESSENTIAL	DESIRABLE
Education	Educated to degree level in International Development, Management, Social Sciences, or equivalent field.	✓	
Budgetary Management	Sound experience in tracking multi-currency departmental budgets, forecasts, and expense reconciliations.	✓	
Languages	Impeccable written and spoken English with polished report writing abilities.	✓	
	Proficiency in an additional international language (e.g. Arabic, French, Spanish, or Urdu).		✓

MAIN WORKING RELATIONSHIPS

Internal: Executive Leadership, Board of Trustees, Head of Operations, Finance Manager, Programmes Officers, HR.

External: International Regional Offices, Continental Coaches, Partner NGOs, Community Leaders, Field Contractors.

Created By:	Directorate of Operations	Date:	1 October 2026
Approved By:	Board of Trustees / CEO	Version:	1.0 (Programmes Manager)