**05 September 2025**

Dear Applicant,

Thank you for your interest in the post of **Senior Manager (HIV Services): Business Development and Teams Coordination**.

In this pack you will find:

* Job Description
* Person Specification

On our website you will find:

* Application Form
* Guidance Notes for Applicants
* Monitoring Form
* Our Equal Opportunities Policy Statement

Please note that CVs will not be considered as part of your application; we will be short-listing from fully filled out application forms only. Your completed application form together with your completed monitoring form, should be sent to arrive no later than **9:00am on Friday 19th September** by email to [recruitment@metrocharity.org.uk](mailto:recruitment@metrocharity.org.uk).

Please include your full name in the message subject line. Your email including attachments must not exceed 5MB in size. We cannot accept applications by post at this time. Interviews, either remotely or in person in one of our offices in New Cross or Woolwich, will be held between the 25th and 30th September 2025. 

For further information regarding this post please **contact Alessandro Ceccarelli, Director of Services on 020 8305 5000 or by email**[**alessandro.ceccarelli@metrocharity.org.uk**](mailto:alessandro.ceccarelli@metrocharity.org.uk)**.**

We look forward to hearing from you.

Best wishes,

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AI-generated content may be incorrect.   
Tony Wong, CEO

# Job description

## Key details

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| **Job title** | **Senior Manager (HIV Services): Business Development and Teams Coordination.** |
| **Employment status** | Part-time (0.8 FTE, 4 days a week). |
| **Duration** | Fixed-Term Contract (until 30 April 2026), with possibility of extension. |
| **Salary/Wage** | 0.8 FTE £35,212.83 pa (Full Time Equivalent 1 FTE salary £44,016.04 pa) |
| **Hours** | 28 hours a week, Monday - Friday with some occasional evening and weekend working |
| **Line manager** | Director of Services or Head of HIV |
| **Coordinated by** | Director of Services |
| **Employer** | METRO Charity (The Metro Centre Ltd) |
| **Location** | Main location of work is METRO Woolwich or METRO New Cross and across other METRO offices and areas of operation, particularly in South London Clinics. |
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## Job outline

The **Senior Manager (HIV Services): Business Development and Team Coordination** plays a vital role in strengthening the sustainability and effectiveness of METRO's HIV services. Reporting to the Head of HIV or Director of Services, the post holder will focus on two key areas: driving business development and fundraising opportunities, and ensuring robust contract administration across the HIV domain.

They will support the development of funding proposals and bids, build and maintain relationships with funders, commissioners, and partners, and contribute to fundraising activity to secure the future of HIV services. Alongside this, the post holder will provide hands-on support to the team with contract management, producing high-quality data-led reports, monitoring outcomes, and ensuring compliance with funder requirements.

This role acts as a bridge between delivery teams and METRO's leadership, being part of its Senior Management Team (SMT), and enabling services to thrive by ensuring contracts are well-managed, reports are accurate and timely, and opportunities for growth and sustainability are actively pursued.

## Programme

METRO runs various HIV prevention and support services across London and the Southeast.  These services include pan London and local HIV prevention services, HIV support services including advice and advocacy and family support, HIV peer mentoring and counselling services. Many of these services are delivered in partnership with agencies such as the [GMI Partnership](https://gmipartnership.org.uk/) consisting of [Spectra](https://spectra-london.org.uk/), [Positive East](https://www.positiveeast.org.uk/), and our collaborations with THT, [Positively UK](https://positivelyuk.org/) and [Africa Advocacy Foundation](https://www.africadvocacy.org/).  Our services are also embedded in other sexual health partnerships, such as the [SASH programme](https://www.sashlondon.org/), which consists of our partnerships with [Turning Point](https://www.turning-point.co.uk/), [London Friend](https://londonfriend.org.uk/) and [Naz](https://www.naz.org.uk/).  We also work with several NHS Trusts as part of our work with the [London HIV Fast Track Cities programme](https://fasttrackcities.london/) and wider programmes.

## Main tasks

**Business Development and Fundraising**

1. Support the Head of HIV and Director of Services with the development of new business opportunities, including funding applications, proposals, and tenders.
2. Build and maintain strong relationships with funders, commissioners, and partners to support sustainability and growth of HIV services.
3. Support bid writing and funding proposals by drafting content, coordinating input from team members, and contributing to the development of budgets and delivery models.
4. Contribute to the fundraising aspects of HIV services, working with the Fundraising Team and other colleagues to identify opportunities and strengthen bids.

**Contract Administration and Monitoring**

1. Support the team with line-management meetings and the day-to-day administration of HIV contracts, including maintaining accurate records, timelines, and deliverables.
2. Support the team to review and prepare high-quality, data-led reports for funders, commissioners, and internal stakeholders, ensuring reporting requirements and deadlines are met.
3. Act as a key point of contact for commissioners, funders, and external partners, building collaborative relationships and supporting contract reviews, meetings, and ongoing communications.
4. Represent METRO at relevant operational meetings and partnership forums, contributing to integrated service planning across local HIV care and prevention systems.
5. Raise and maintain the quality of all METRO HIV Services through all relevant standards, guidance and accreditations, including the [British HIV Association](http://www.bhiva.org/guidelines.aspx), [Children's HIV Association](http://www.chiva.org.uk/), [National Institute of Clinical Excellence](https://www.nice.org.uk/search?q=HIV) guidance and other appropriate guidance and legislation.
6. Actively work with partners to co-deliver programmes that complement strengths and manage relationships.

## Other duties

1. Adhere to METRO policies and procedure at all times.
2. In line with METRO's policy on Information Governance (IG), confidentiality and data handling you will be expected to undertake, pass and maintain the required IG modules as indicated by your line manager.
3. Ensure sensitive and confidential recording and handling of information in accordance with the Data Protection Act, GDPR regulations and METRO's Information Governance Policies.
4. In line with METRO's policy on Safeguarding, you will be expected to undertake, pass and maintain the required Safeguarding Training Modules as indicated by your line manager.
5. Attend regular supervision and undertake appropriate training as agreed.  Maintain and update knowledge, skills and undertake continuing education in accordance with personal and service needs within a framework of a personal development plan.
6. Undertake any other appropriate duties as requested by the manager.  If these duties are extensive and of a higher job description scale, the terms and conditions of the post may be varied in negotiation with your line manager.

# Person specification

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| **Knowledge & Experience** | **Skills & Abilities** | **Essential**  **/Desirable** | **Application**  **/Interview** |
| At least five years' experience of working in the voluntary sector, and at least two years in a 'Head of' or 'Senior Manager' role, or comparable senior level strategic responsibility. |  | Essential | Application |
| Demonstrated experience of budgeting, submitting funding proposals, and monitoring grants spends and finances of projects. |  | Essential | Application &  Interview |
| Demonstrated experience of contract management in relation to contract compliance, action plans, communication plans or working to deadlines. |  | Essential | Application &  Interview |
| Formal qualifications or formal training in programme management methodology, such as PRINCE2, Agile, Kanban or Scrum. |  | Desirable | Application |
| Experience of conducting and monitoring risk assessment |  | Essential | Application &  Interview |
| Experience of managing individual staff, teams, and personal development plans |  | Essential | Application &  Interview |
|  | Excellent communication skills, presentation and negotiation skills both with service users, multi-agency colleagues, and proven experience of networking with professionals | Essential | Application &  Interview |
| Experience of representing an organisation externally at meetings and conferences. |  | Essential | Application |
| Experience of bid writing and sourcing funding opportunities (i.e., statutory and/or Trust) |  | Essential | Application &  Interview |

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| **Knowledge & Experience (continued)** | **Skills & Abilities (continued)** | **Essential**  **/Desirable** | **Application**  **/Interview** |
| Knowledge of the national policy context and current issues for services users living with and affected by HIV. |  | Desirable | Application & Interview |
|  | Ability to manage databases, including the ability to recommend improvements to the system (e.g., CRM, CMS). | Desirable | Application |
|  | Ability to implement and modify practice based on relevant research, evaluation and evidence, and basic understanding of range of research methods | Essential | Application & Interview |
|  | Confident with I.T. including the ability to use MS packages | Essential | Application |
| Experience involving and engaging service users in the design, delivery and evaluation of services |  | Essential | Application & Interview |