**22 July 2025**

Dear Applicant,

Thank you for your interest in the post of **Senior Manager, HIV Services Coordination and Team Lead.**

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 23:59 on Friday 8 August 2025** by email to **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, held in our Woolwich office, will be held between the **18th and 22sn August 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,

A close-up of a black letter

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

# Job description

## Key details

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| --- | --- |
| **Job title** | **Senior Manager, HIV Services Coordination and Team Lead** |
| **Employment status** | Part-time (0.8 FTE, 4 days a week). |
| **Duration** | Fixed-Term Contract (until March 2026), with possibility of extension. |
| **Salary/Wage** | Actual salary for 0.8 FTE: £35,496 per annum (Full Time Equivalent 1 FTE salary £44,370 pa) |
| **Hours** | 28 hours a week, Monday – Friday with some occasional evening and weekend working |
| **Line manager** | Director of Services |
| **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. |
|  |  |

## Job outline

The **Senior Manager, HIV Services Coordination and Team Lead** plays a key leadership role in supporting and enabling METRO’s HIV service managers and project leads to deliver high-quality, inclusive, and impactful services. Reporting to the Head of HIV or Director of Services, the post holder provides day-to-day oversight of contracts, projects, and workstreams, offering hands-on supervision and management support across the HIV domain.

The post holder will act as a key link between delivery teams and the charity’s strategic leadership, helping staff navigate funder requirements, reporting deadlines, and project milestones. They will support the development of funding proposals, engage externally with commissioners and partners, and ensure METRO’s HIV services are aligned with good practice and funder expectations.

## 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 consisting of Spectra, Positive East, and our partners such as The Love Tank and African Advocacy Foundation. Our services are also embedded in other sexual health partnerships, such as the SASH programme, which consists of our partnerships with Turning Point, London Friend and Naz. We also work with several NHS Trusts as part of our work with the London HIV Fast Track Cities programme and wider programmes.

## Main tasks

**HIV SERVICES TEAM LEADERSHIP AND SUPPORT:**

1. Provide operational and strategic support to the team to deliver services effectively, drawing on structured programme and project management frameworks and tools (e.g. Agile, Scrum, Kanban, PRINCE2, MSP – Managing Successful Programmes).
2. Offer regular supervision, support, and performance management to service managers and project leads across the HIV domain, with a focus on staff development, wellbeing, and delivery planning.
3. Oversee the day-to-day management of contracts and projects, coordinating timelines, deliverables, reporting requirements, and quality assurance processes.
4. Ensure contract compliance and service quality by supporting teams to develop project plans, monitoring tools, risk assessments, and mitigation strategies.
5. Work in partnership with the Head of HIV and Director of Services to identify opportunities for service improvement, growth, and alignment across the domain.
6. Champion a culture of collaboration, inclusion, and service co-production, ensuring meaningful service user engagement in service design and delivery.
7. Ensure safeguarding and data governance standards are consistently upheld, working closely with designated leads to monitor and escalate risks appropriately.
8. Be accountable for safe practice and safeguarding across all HIV services, working with the Designated Safeguarding Officer and contributing to METRO’s Safeguarding Steering Group.
9. Provide leadership to HIV Domain Managers, supporting them to drive forward strategic aims, objectives, and operational activities.
10. Chair regular HIV Domain team meetings and planning sessions to support cross-team communication, delivery coordination, and shared learning.
11. Work occasional evenings and weekends as required and provide occasional office cover, including welcoming service users, handling enquiries, and managing general communications.
12. Ensure strict confidentiality and compliant handling of data, particularly when sharing with external agencies, in accordance with METRO’s Information Governance Policies and Procedures.
13. Coordinate shared workstreams and cross-cutting initiatives (e.g. volunteer programmes, outreach planning, group delivery calendars), ensuring consistency and efficiency across services.
14. Work closely with the Communications Team to develop clear, inclusive communication tools and materials for service users, partners, commissioners, and the public.
15. Provide cover and deputise for the Head of HIV as required.

**HIV SERVICES BUSINESS DEVELOPMENT, FUNDING, AND COMMISSIONING:**

1. Support bid writing and funding proposals by drafting content, coordinating input from team members, and contributing to the development of budgets and delivery models.
2. Act as a key point of contact for commissioners, funders, and external partners, building collaborative relationships and supporting contract reviews, meetings, and ongoing communications.
3. Contribute to robust reporting processes, including compiling performance updates, drafting reports for funders, and supporting evaluation activities.
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 procedures 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 the 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

| Knowledge & Experience | Skills & Abilities | Essential  /Desirable | Application  /Interview |
| --- | --- | --- | --- |
| Degree level qualification in education health, social work or other relevant degree, or comparable experience |  | Essential | Application |
| At least three years’ experience of working in the voluntary sector, and at least two years in a “Senior Manager” role, or comparable senior level strategic responsibility. |  | Essential | Application |
| Demonstrated experience of budgeting and monitoring grants, spending and finances of projects. |  | Essential | Application /Interview |
| Demonstrated experience of contract/service management in relation to contract and KPI compliance, action plans, communication plans and working deadlines. |  | Essential | Application /Interview |
| Formal qualifications or formal training in programme management methodology, such as PRINCE2, Agile, Kanban or Scrum. |  | Essential | Application |
| Experience of conducting and monitoring risk assessment in service provision |  | Essential | Application |
| Experience of setting up a new service, including project planning, budgeting and recruitment |  | Desirable | Application/Interview |
| Experience of managing individual staff, teams, and personal development plans |  | Essential | Application/Interview |
|  | Skilled at working and communicating at multiple levels within an organisation (with staff, managers, senior managers and Board members) and able to manage the complexities and conflicts that may arise | Desirable | Application/Interview |
|  | Excellent communication skills, presentation and negotiation skills both with service users, multi-agency colleagues, and proven experience of networking with professionals | Desirable | Application/Interview |
| Understanding of HIV prevention and support methodologies and their use in communities most affected by HIV. |  | Essential | Application/Interview |
| Knowledge of the national policy context and current issues for services users living with and affected by HIV. |  | Desirable | Application/Interview |
| Knowledge of both Adult and Children’s safeguarding, and child protection |  | Desirable | Application/Interview |
| Experience of delivering, implementing and evaluating training |  | Desirable | Application/Interview |
|  | Ability to manage databases, including the ability to recommend improvements to the system (e.g., CRM, CMS). | Desirable | Application/Interview |
|  | Ability to implement and modify practice based on relevant research, evaluation and evidence, and basic understanding of range of research methods | Desirable | Application/Interview |
|  | Confident with I.T. including the ability to use MS packages | Essential | Application |