

About Us

Bramber Bakehouse is an award-winning charity and social enterprise supporting female survivors of abuse, exploitation and displacement. Through our unique Baking, Wellbeing and Life Skills Programme, we create a safe, empowering space for women to rebuild their lives, develop confidence and grow in community. Our trauma-informed approach equips each woman with the tools she needs for a brighter future.

Title: Programme Lead

Location: Hybrid Working- at least two days a week in the office located in Eastbourne or at our current programme location in Brighton

Hours: Part time - 28 hours per week

Salary: £27,000 – £30,000 FTE, depending on experience.

Reporting to: Service Manager

To apply for this role:

To apply, simply fill out our [short online form](#) uploading your cover letter and CV.

- Applications Closing Date: 9am on Monday 21st July 2025
- Interview Date: Thursday 31st July 2025 (where possible, in person at our Eastbourne office)
- Start Date: Ideally Monday 1st September, but we're happy to be flexible for the right candidate.

If you have any questions or need support with your application, feel free to email us at recruitment@bramberbakehouse.co.uk.



About the Role - Programme Lead

We are seeking a compassionate, highly organised individual to lead and coordinate the delivery of Bramber Bakehouse's transformative Baking, Wellbeing and Life Skills Programme. This vital role ensures the smooth running of the full programme pathway, from referral through to graduation, for women who have experienced abuse, exploitation and/or displacement.

You'll work closely with a small, dedicated team including professional facilitators and volunteers to deliver high-quality, trauma-informed weekly sessions. Your responsibilities will span coordination, safeguarding, referral processes, volunteer support and monitoring and evaluation. This is a varied and dynamic role that blends project management, people support, logistics and partnership working - all rooted in our mission to empower and support the women we work with.

Working in a Small, Evolving Charity

Bramber Bakehouse is a small charity with a big heart. Like many grassroots organisations, we are still building systems and processes as we grow, learn and adapt. This means we are looking for someone who thrives in a flexible, evolving environment.

You'll need to be comfortable wearing many hats, contributing to collaborative thinking and stepping in to support others when needed. If you enjoy a mixture of autonomy, teamwork and being part of a hands-on, learning-focused culture, we'd love to work with you.

No Baking Skills Required!

While baking is a central element of our charity and social enterprise, there is no expectation you will be baking - or have baking skills. This part of the programme is led by a skilled professional baking facilitator. Your role is to ensure the programme as a whole runs smoothly, supporting logistics, setup and coordination, so the facilitators, volunteers and participants can focus on the transformational work they're here to do.



A Week in the Life of the Programme Lead

Overview

This role sits at the heart of Bramber Bakehouse's programme delivery. It's a mix of coordination, logistics, safeguarding, data tracking, people care, and problem-solving. The days are rarely the same, and you'll be juggling priorities across planning, delivery, and support – all while working closely with a small, passionate team.

Monday: Programme Delivery Day (On Site)

8:30am – 9:30am: Arrive early to set up venue (risk assessment, printouts, resources)

9:30am – 10:00am: Greet students, help create a welcoming environment

10:00am – 3:00pm: Programme delivery in progress – coordinate timing, support facilitators, ensure student needs are met, respond to any incidents or wellbeing concerns

3:00pm – 4:00pm: Session pack-down and debrief with facilitators

4:00pm – 4:30pm: Write up notes, escalate any safeguarding concerns, update CRM

Tuesday: Admin & Referral Day (Remote or Office-Based)

9:30am – 10:30am: Team debrief and planning meeting (weekly during programme weeks)

10:30am – 12:00pm: Respond to emails from referrers, volunteers and applicants

1:00pm – 2:00pm: Input monitoring data from last week's session into CRM

2:00pm – 4:00pm: Prep for upcoming Open House session for referrers

4:00pm – 5:00pm: Follow up with any students interested in sharing their story

Wednesday: Team Day (Office-Based)

9:00am – 10:30am: Review new applications and referrals; schedule interviews

10:30am – 11:30am: Team meeting for updates and problem-solving

1:30pm – 3:00pm: Follow up with applicants (accepted, declined, or waitlisted)

3:00pm – 4:00pm: Forward planning: coordinate venue bookings and future term dates

Thursday: Programme Prep & Admin Day (Remote or Office-Based)

9:00–10:00: Weekly planning – reviewing what's coming up, checking logistics, team calendar, and travel needs for students

13:30–14:30: With facilitators, prep materials for future wellbeing and life skills workshops

14:30–16:00: 1:1 volunteer check-in (supervision) and write-up

16:00–17:00: Work on programme pathway planning with the Progression Programmes Lead

Other Regular Tasks You Might Juggle:

- Responding to last-minute changes (e.g., facilitator illness, student drop-outs)
- Supporting system improvements or CRM setup
- Networking with referral partners
- Helping a volunteer navigate a boundary issue
- Writing agenda and notes for programme planning meetings

Key Responsibilities

Programme Coordination

- Lead and coordinate the Baking, Wellbeing, and Life Skills Programme, ensuring alignment with Bramber Bakehouse's mission, vision, values, and theory of change.
- Oversee and support the team, working closely with the baking and wellbeing facilitators and volunteers to deliver the programme to a high standard.
- Ensure the programme pathway, from referral to graduation, runs smoothly, creating a welcoming and safe environment for every woman attending.
- Identify and escalate safeguarding concerns to the Service Manager, in accordance with Bramber Bakehouse's policies and procedures.
- Ensure the programme is delivered within a person centred and trauma informed approach.
- Have oversight of the established programme curriculum and improvements to it.
- Have thorough knowledge of the wellbeing and life skills workshop materials, and provide session cover for the wellbeing facilitator when needed.
- Oversee the physical set-up and pack down of each programme session, in line with location risk assessments and hygiene standards.
- Lead logistics and forward planning for yearly programme cycles with location partners.
- Support early identification of progression pathways, working with and handing over to the Progression Programmes Lead.
- Coordinate data collection, entry, and analysis to monitor and evaluate the programme, sharing insights and development actions with the team and Service Manager.
- Attend team days, contributing to reflection, planning and development of the overall organisation.

Referral Process

- Coordinate and administer the referral process, coordinating its launch, reviewing and assessing applications and handling follow-up communications with referrers and applicants.
- Working with the Service Manager, identify the support needs of applicants and, carry out individual risk assessments.
- Arrange and complete applicant interviews (with the Service Manager), preparing applicants for the programme.
- Where required, sensitively communicate with referrers and applicants when a woman is not ready to attend the programme.
- Administer the programme waiting list.

Referral Partners

- Ensure good communication and ongoing partnership working with new and existing organisations referring women into the programme.
- Periodically, attend in person Bramber Bakehouse Open House events to promote the programme.
- Deliver online Open House sessions for referrers.
- If and when capacity allows, network with new potential referral partners.

Volunteer Coordination and Support

- Support volunteers during the programme sessions.
- Provide group and, if needed, one to one supervision meetings for volunteers.
- Work with the Service Manager to recruit volunteers when required.
- Deliver pre-existing volunteer induction training.
- Ensure volunteers who move on have a good ending to their time with Bramber Bakehouse and an opportunity to give feedback about their experiences. This includes collecting exit survey responses.

Programme Administration

- Be the main point of contact and liaison for students attending the baking, wellbeing & life skill programme.
- Organise student travel, getting to and from the programme.
- Working with the programme facilitators, prepare session materials according to the needs of the group.
- Facilitate each programme session debrief, keeping clear notes and following up on actions.
- Monitor and record the progression of students during the programme.
- Prepare agendas for, and keep clear notes of, pre and post programme planning meetings. Tracking and completing follow up actions.
- Provide some admin support for the baking facilitator (you do not need to have experience of baking and will not be required to demonstrate any baking skills).
- Ensure location risk assessments are reviewed and up to date (or completed for new locations).
- Follow up with students who have expressed an interest in sharing the story of their programme experience.
- Support with the integration of a new CRM.

Personal Specification

Essential experience and skills

- Experience coordinating programmes, preferably in a charity or social enterprise setting.
- Strong organisational and project management skills, with the ability to independently plan, prioritise and manage multiple tasks efficiently.
- Experience working collaboratively with diverse teams, including facilitators and volunteers.
- Confident in handling referrals, assessments and safeguarding processes.
- Able to collect, monitor, evaluate and report on key data & metrics.
- Excellent communication skills, both written and verbal, for liaising with participants, partners, volunteers, and team members.
- Able to work both collaboratively and independently.
- Awareness of safeguarding principles – ability to identify and escalate concerns appropriately.
- Comfortable using IT tools and CRM systems for administration and record-keeping.
- Experience of keeping to professional boundaries.

Desirable experience and skills

- Understanding of trauma-informed and person-centred approaches, ideally with experience working with vulnerable women or survivors of abuse and displacement.
- Lived past experience of abuse, exploitation and/or displacement

Personal attributes

- Commitment to Bramber Bakehouse's mission, vision, values and theory of change.
- Flexible and adaptable, comfortable working in a small charity environment where roles and processes are evolving.
- Self-motivated with the ability to work independently and take initiative.
- Collaborative team player, contributing positively and supporting others as needed.
- Resilient and calm under pressure, with a strong problem-solving mindset.
- Warm, empathetic and approachable, with a genuine commitment to supporting and empowering women.
- Willingness to attend in-person meetings and events at the Eastbourne office.
- Female*

*Due to the sensitive nature of our programmes, we only accept female applications for all roles directly supporting female survivors.

All roles directly supporting women survivors will require a DBS check and mandatory safeguarding training prior to the role commencing.

No baking skills required — confident in supporting facilitators without needing to deliver baking content.