

It starts with community

The National Lottery Community Fund
Role Profile



Senior Manager England Implementation

Directorate:	England
Department:	England Policy, Partnerships, and Performance
Role/Competency level:	Level 3
Reports to:	Head of England Operations



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Role purpose

The Senior Manager England Implementation is part of the England Operations Team, the strategic backbone of the England directorate, ensuring large, dispersed teams work in a joined-up, well-governed, and forward looking way. With oversight of directorate planning, governance, risk, and resources, this team keeps England running smoothly and ready for the future.

Acting as a key link with internal enabling functions, the England Operations Team ensures priorities are understood and supported across the organisation. They create the conditions for confident, coherent delivery — all in service of our mission to support communities across England. The focus of the Senior Manager, England Implementation within this is our planning, governance and risk management. The role acts as a coordination point for project delivery and implementation across England and is also our key link with Digital, Governance and Strategic Planning, especially on Fund wide project delivery and risk reporting.

We expect all roles to work in a collaborative and connected way across the Directorate and wider Fund in line with our values.



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Key responsibilities

- Strategic Planning & Directorate Coordination - Supports directorate planning, risk management, and project coordination across England. Maintains a clear view of activity and ensures readiness for future priorities. Manages tools and processes that enable coherent delivery across a dispersed team of 350+, providing recommendations to the England Senior Leadership Team (ESLT). Provision of timely input into org-wide project and business plan reporting where necessary.
- Governance & Assurance - Working closely with Governance, coordinates across England to ensure the delivery of timely, high-quality papers for key governance meetings (including England Committee and ESLT) and forward planning. Works with governance teams and England funding teams to uphold standards, aligning with Performance and Improvement where that pertains to our grant making. Proactively makes improvements to England's governance processes where necessary and develops and maintains a forward plan for key governance meetings.
- Risk management & Issue Spotting - Monitors directorate risks and dependencies and works with enabling teams to ensure timely input into cross-organisational risk management and reporting. Escalating issues early, enabling proactive mitigation and contingency planning. Contributes to readiness for future demands and opportunities, supporting scenario planning across leadership.
- Leadership Collaboration & Strategic Alignment - Works with senior colleagues to align planning with performance insights. Collaborates with Hub Leaders and other colleagues to support strategic delivery and coherence across the directorate.
- Coordination with Enabling Functions - Acts as the coordination point across the England directorate and with central functions (especially Digital, Governance, Strategic Planning). Facilitates timely engagement in digital/service design, key governance meetings, org-wide reporting (e.g. on risk, project delivery and annual reports)



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Knowledge, skills and experience

- Strong organisational and planning skills, with experience managing complex workflows and coordinating across multiple teams.
- Ability to analyse data and provide clear insights to support strategic decision-making.
- Good understanding of governance processes, compliance, and quality assurance standards.
- Experience in risk monitoring and issue management, including escalation and mitigation planning.
- Skilled in stakeholder engagement and relationship management, particularly with senior leaders and enabling functions.
- Proficiency in using digital tools and systems for planning, reporting, and operational oversight.
- Previous experience in an operational or business support role within a large, complex organisation.
- If the role is based in Wales, or supports customers or colleagues in Wales, an understanding of Welsh language legislation and the Welsh Language Standards of the Fund is required.



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Role competencies: Level 3

- **Strategic direction**
Understands and communicates how own work and work of the team, supports wider objectives and meets the diverse needs of stakeholders. Aligns own actions with directorate and organisational goals.
- **Leading our culture**
Recognises and values individual contributions and puts in place support for well-being of individuals within the team, including consideration of own needs.
- **Working together**
Designs team processes to remove silos and nurture a culture of mutual support, driving higher performance across interconnected teams. Adjusts personal work styles and practices accordingly.
- **Delivering quality results**
Clearly communicates desired results and ensures individuals are supported and feel motivated to achieve what is expected.
- **Diligence and control**
Manages teams and own duties in line with set expectations and policy and/or regulatory considerations. Ensures corrective action is taken where necessary.
- **Developing self and other**
Takes time for own personal and professional development as well as supporting development needs of team members. Ensures self and team members have a Personal Development Plan to help achieve goals.

Our Values



We are inclusive

We know that communities and organisations are stronger when everyone can participate and work to increase inclusion.



We are ambitious

We believe in the power of community and connection and are ambitious for its potential. We support people and communities to shape the future and lead change.



We are impact focused

We are inspired by communities and learn with them. We listen, reflect and use evidence to improve knowledge, inform action and increase impact.



We are adaptable

We welcome and embrace new ideas and ways of working.



We are compassionate

We work with care consideration and humility.