

Technical Programme Manager

Department Office of the CEO

Reports To CEO

Direct Reports None

About Clear Voice

Clear Voice is a growing language service provider and an award-winning social enterprise that delivers telephone interpreting, video interpreting, face-to-face appointments, translation, and transcription services. Clear Voice's ethical, adaptable, and personal values set us apart in the industry and attract a wide range of clients. These include businesses, local authorities, government, legal, healthcare, and education. We have an especially strong reputation in the charity sector, particularly with asylum and refugee charities. 100% of Clear Voice's profits are donated to our parent charity Migrant Help. This donation supports their work aiding refugees, asylum seekers, survivors of modern slavery, and the victims of human trafficking.

Migrant Help is a leading charity that has been established for more than 60 years and delivers a range of support and advice services to migrants across the UK. Their vision is for a global society that protects migrants, treats them with respect and enables them to reach their full potential.

The Role

Reporting directly to the CEO, you will be the single owner of our delivery schedule across the product portfolio, holding the dependencies, driving the cadence, and making sure new product ships on time, in the right order, and without disruption to a live service that people depend on at some of the hardest moments of their lives.

This is a role for someone who owns outcomes, not activity. You will bring order to a fast-moving environment, hold engineers, commercial teams and our specialist development

partner to one shared plan, and give leadership the honest answer to where everything is and when it lands.

Duties and Responsibilities

- **Delivery Schedule Ownership:** Own the end-to-end delivery schedule across the product portfolio, spanning the core platform, client portals, telephone and video, and translation services. Turn our Now / Next / Later roadmap into sequenced, milestone-based plans the whole organisation can see.
- **Development Partner Management:** Serve as the delivery driver for our third party MSPs. Hold scope, milestones, acceptance and escalation, so excellent build work lands on time and to spec.
- **Cadence and Single Source of Truth:** Run release planning, dependency tracking and status reporting. Be the one place leadership and the team trust for where everything stands.
- **Cross-Functional Rollout:** Coordinate launch readiness across Product, Quality, Operations, Sales, Marketing and shared services, so releases surprise no one and land cleanly into a live service.
- **Risk and Dependency Leadership:** Surface blockers early, drive them to resolution, and manage the dependencies between teams and systems without needing formal authority over them.
- **Launch and Change Management:** Plan and run phased rollouts, including readiness, training, comms, cutover and rollback plans where the stakes demand them. Protect the people who depend on the service through every change.
- **Non-Negotiable Priorities:** Hold safeguarding, compliance and contractual commitments at the top of every plan, ahead of discretionary work.
- **Programme Practice and Reporting:** Stand up lightweight, durable delivery practices and playbooks fit for a focused team. Give leadership clear, board-ready reporting on timelines, confidence levels, and the trade-offs behind them.

The above list of job duties is not exhaustive; the post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.

Personal Specification

Qualifications

DESIRABLE

- Bachelor's degree (or equivalent experience) in a technical, business, or related discipline.
- A recognised programme or project management certification, such as PMP, Certified ScrumMaster (CSM), or SAFe.

Knowledge and Experience

ESSENTIAL

- 5+ years of hands-on technical programme or project management experience, delivering software products in fast-moving environments.
- Proven track record managing the full software delivery lifecycle from planning through launch, including phased rollouts into live services.
- Demonstrated experience managing third-party or outsourced development partners and vendors through to delivery.
- Experience leading cross-functional delivery teams, including software engineers, without formal line authority.
- Strong stakeholder management across technical and non-technical audiences, up to and including executive and board level.
- Fluency in agile delivery (Scrum and/or Kanban), release management, and risk and dependency management.
- Hands-on experience with delivery tooling (e.g. Jira, Azure DevOps, Confluence) and prioritisation frameworks such as RICE.
- Excellent written and verbal communication, with the ability to translate complex delivery status into clear decisions for leadership.
- A genuine commitment to social impact and alignment with a mission-driven organisation.

DESIRABLE

- Experience standing up a programme or delivery management function from the ground up.
- Background in language services, healthcare, justice, public sector, or other regulated or safeguarding-sensitive environments.
- Familiarity with Microsoft platform technologies and systems integrations.

- Experience working alongside a systems integration or engineering function on platform delivery.
- Exposure to AI-enabled tooling or data-driven product environments.
- Background in nonprofit, public sector, or mission-driven organisations.

Skills

- Ability to present a delivery plan to an executive or board as easily as you can run a sprint review with engineers.
- Ability to bring order to fragmented, fast-moving environments and build alignment across teams without needing formal authority.
- Strong ability to translate complex delivery status into clear, accessible language that drives decisions.
- Able to build trust rapidly and hold relationships together when high-stakes deadlines are on the line.
- Take ownership of outcomes, not just activities, and treat the people who depend on the service as the point of the work.
- Calm under pressure, with the judgement to know what to escalate and what to absorb.

Behaviour

- **Social Impact:** We take responsibility for the wider outcomes of our thinking and actions on sustainability, people and the world around us.
- **Mutual Respect:** We strive to act with authenticity, integrity and fairness in what we do. And to demonstrate that equality, diversity and inclusivity are forces for good.
- **Human Potential:** We recognise the positive impact of empowerment and accountability for our people, clients and purpose.
- **Forward Thinking:** By blending an agile can-do attitude and proactivity in our day-to-day delivery, we aim to deliver innovative solutions to wider problems and opportunities.
- **Dynamic Collaboration:** By forging connections and partnerships, we shape and deliver customer-centred solutions and services.

Special Requirements

- This post is subject to a Disclosure Barring Service (DBS) check.
- Must have Right to Work in the UK.
- There is a requirement for occasional travel as part of this role to our London office.

Job Description Details

Created By	CEO	Date	July 2026
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Last Updated By	COO	Date	July 2026
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