

Mobilisation Lead - Learning, day opportunities and wellbeing programmes transformation

June 2026

Location: Home-based, with regular national travel

Responsible to: Head of Mobilisation

Salary: £46,859 per annum

Our values

Our values shape the way we behave and work alongside disabled people with complex needs to break down barriers.

- We're creating change
- We're always learning
- We're better together

Description of the role

Sense is transforming its colleges, day opportunities and programmes so they are clearer, stronger, more joined up and more sustainable. This work will help people learn, connect, build skills, take part in their communities and have more opportunities to live the lives they choose.

This role may work across colleges, day opportunities, community support, Sense Active, arts and wellbeing, participation programmes and other service offers. The exact priorities will be agreed as the transformation programme develops.

The Mobilisation Lead will help make transformation happen in real services and programmes. Working under the Head of Mobilisation, and closely with the Director of Transformation, Operations Directors, Heads of Service, programme leads and managers, the postholder will lead assigned transformation projects from planning through to delivery and handover.

This is a hands-on delivery role. It is not a project office role, an administration role or a reporting role. Good planning, risk management and reporting will be part of the job, but these are there to support delivery, not replace it.

The role needs someone who can think creatively, work methodically, bring people together and keep work moving. The postholder will need to understand purpose, impact, quality, money, digital systems, communication and delivery.

Key responsibilities

Lead assigned transformation projects

- Lead practical mobilisation activity across assigned colleges, day opportunities and programmes transformation projects.
- Work with teams to understand what currently works well, what needs to change and what future services should look like.
- Turn agreed decisions into clear action plans with owners, dates, risks, dependencies and next steps.
- Visit services and programmes, work alongside managers and teams, and keep actions moving between meetings.
- Support safe and realistic handover into new ways of working once each transformation is ready.

Help shape stronger service offers

- Help clarify what each service or programme is for, who it supports and what good looks like.
- Support teams to think about future models, not just current activity.
- Help identify where services should grow, join up, redesign, recover or work differently.
- Support stronger links between colleges, day opportunities, community life, active programmes, arts, wellbeing and participation.
- Help make sure services are not redesigned in isolation from the wider Sense pathway.

Keep people we support at the centre

Make sure disabled people with complex needs are at the heart of the work.

- Think carefully about what transformation means for people's days, routines, confidence, friendships, communication, independence and opportunities.
- Work with co-production, operations, quality and communications colleagues so that people supported, families, advocates and circles of support are involved in the right way.
- Listen to operational teams and people closest to the work.
- Help make sure transformation is done with people, not to them.

Bring the right people together

- Coordinate colleagues from operations, quality, finance, HR, digital, communications, commercial, fundraising, marketing and other teams where needed.
- Bring structure to complex discussions without making them bureaucratic.
- Support workshops, planning sessions and practical working groups.
- Help people agree what needs to happen, who owns it and what happens next.
- Resolve problems and escalate issues early when senior support is needed.

Support sustainability and growth

- Help build service models that are purposeful, fundable and financially sustainable.
- Think about income, pricing, referrals, contracts, grants, fundraising, partnerships and future demand.
- Help identify where bids, tenders, fundraising, partnerships or business development could support growth.
- Work with colleagues to understand what commissioners, funders, families and people supported may want in future.
- Support business cases, options papers and implementation plans.
- Help make sure new or redesigned services have a clear route to income, referrals, delivery and review.

Use systems, data and communication well

- Use digital systems, simple trackers and project tools to keep work organised, but do not let the tools become the work.
- Help teams use data, evidence and feedback to make better decisions.

- Support digital improvement where it helps services become safer, clearer or more efficient.
- Work with communications and marketing colleagues so service offers are easy to explain internally and externally.
- Capture learning and share good practice across services and programmes.

Key relationships

Internal

- Head of Mobilisation
- Director of Transformation
- Operations Directors, Heads of Service, programme leads, college leaders, managers and service teams
- Corporate services, including Finance, HR, Quality, Digital, Communications, Commercial, Fundraising, Marketing, Property, Legal and Governance
- Co-production and engagement colleagues

External

- Commissioners, local authorities, education partners and funders
- Community partners and delivery partners
- Families, carers, advocates and other representatives where appropriate

Person specification

Experience

- Experience of leading or coordinating service change, mobilisation, operational improvement or transformation.
- Experience in education, social care, disability services, community services, health, charity programmes or a related area.
- Experience working with operational managers, programme leads or frontline teams to make practical change happen.
- Experience bringing different teams together to solve problems and deliver actions.

- Experience working with commissioners, funders, partner organisations or external stakeholders.
- Experience of working with budgets, income, funding models, service sustainability or commercial decision-making.
- Experience using information, data or feedback to improve services or support decisions.

Knowledge and skills

- Good understanding of person-centred services and the importance of involving people in decisions that affect them.
- Strong planning and organisational skills, with the ability to manage several pieces of work at the same time.
- Clear communication skills, including the ability to explain complicated issues in plain English.
- Ability to work with people supported, families, staff, managers, commissioners, funders and corporate colleagues.
- Understanding of quality, risk, safeguarding, inclusion and accessibility.
- Commercial awareness, including an understanding of referrals, income, contracts, bids, tenders, grants, fundraising or business development.
- Confidence using digital systems, spreadsheets, Microsoft Teams, SharePoint and simple project tools.
- Understanding of marketing, communications or how to describe services clearly to different audiences.

Personal attributes

- Practical and action-focused.
- Creative, but realistic.
- Person-centred and values-led.
- Calm, resilient and able to work well under pressure.
- Confident enough to challenge, but respectful in how you do it.
- Able to build trust quickly with services and colleagues.
- Organised without being bureaucratic.



- Commercially aware, without losing sight of purpose.
- Able to work with pace, care and good judgement.

Other information

- This job description does not form part of the employment contract.
- This post is not exempt from the Rehabilitation of Offenders Act.
- The duties and responsibilities may be reviewed as the transformation programme and organisational needs develop.
- This is a home-based role, but regular national travel is essential. This may include overnight stays