

PROGRAMME MANAGER

Programme Managers

1 post full time (2 part time may be considered)

Exeter based –with regular national travel.

Salary (guide) £27,000 to £30,000

Reporting to the Programme Director.

Person Specification

Flexibility and the ability to work as part of a team is of the greatest importance. Being able to take the initiative and be responsible for your work, to plan and be able to identify priorities and see things through to completion is vital. You will have great communication skills and enjoy working in a team – both with your colleagues and with your clients. You will have your own ideas and be able to shape them collaboratively.

We are looking for someone who has a proven track record managing and delivering projects within education, health or social care. We are especially interested in your experience within the types of organisation who are our clients. You will have a clear understanding of how our clients support vulnerable people as well as appreciating the many challenges they face.

You will have experience of managing complex programmes of work and will be commercially aware, self sufficient and a strong communicator. You will be happy presenting or facilitating and you will be a polished written communicator who has experience of preparing documents for clients or other external stakeholders.

Ideally you will have had some experience working with assistive technology but, if not, you will certainly understand the potential AT has to change lives and to increase efficiency. We would be particularly interested in hearing from you if you have previously had experience delivering direct support services to people in mental health or social care as a thorough understanding of Brain in Hand's clinical utility would be extremely useful.

It is essential that you are comfortable using basic IT software (office, outlook, sharepoint, skype, etc.), mobile technology (laptop, tablet, mobile phone), and have access to your own transport or are able to easily access local/national rail services.

Job Description

- Deliver implementation support with a consistent approach
- Deliver initial presentations, attend client meetings and identifying the specific needs of the client
- Writing proposals to match the needs of the client
- Develop project plans and deliver on those plans both through direct delivery and through managing internal and external resources to meet deadlines and KPIs
- Deliver implementation training to the client to enable them to roll-out Brain in Hand and working with individual BIH users to help set them up
- Monitor progress and reporting on this to the programme director monthly
- Hold full responsibility for the management of a number of existing Brain in Hand client implementations
- Provide a main point of contact for the client, ensuring requests are dealt with quickly and efficiently
- Develop account management processes to grow the account
- Help the client to get the best results from using Brain in Hand and build evidence of success for sharing with other clients.
- Provide a unique perspective on the utility of Brain in Hand in a number of specific client sectors (dependent on your background and interest) to feed into product development priorities
- Support the routinely gathering of user case studies and formal evaluations
- Support the development of internal processes related to business development, programme management, case studies and evidence for marketing and product improvement.

All our Programme Managers specialise on specific elements of our work, and we are keen to hear of any relevant special interests and skills that you have that you would like to use and develop.

The salary band for this role is broad, since our brief is quite flexible. As a guide the range is **£27,000 to £30,000 (pro-rata)**.

To Apply...

If you are interested in finding out more please contact our Programme Director Matt Daniel for an informal chat on 01392 247909 or 07904 020210 and visit our website www.braininhand.co.uk.

To apply please send a tailored CV and a short (one page) covering note explaining why you think you are a good fit for the role to our Programme Director, Matthew Daniel at info@braininhand.co.uk.