

# PROGRAMME MANAGER

## **Programme Manager(s)**

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

Home based in Birmingham, London (with regular travel to Exeter) or Exeter based – both with regular national travel.

**Salary £27,000 to £30,000 (pro rata) + London Weighting if appropriate**

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 with people – 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 multiple programmes of work, will be commercially aware, self-sufficient and a very strong communicator. Most of our implementation sites will never have used Brain in Hand's unique system before and will need to adapt how they work to get the most out of our technology. Therefore, you will need to be persuasive and empathetic but able to be firm and clear when you need to in order build sustainable implementations.

The role of the Programme Manager is hands-on, and you will be happy presenting or facilitating/training with groups/individuals. 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 do not require any specific qualifications for this role but evidence of study at degree level or above, in a relevant discipline, would be extremely desirable.

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 identify the specific needs of the client.
- Preparing and writing simple project plans 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 and support 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 report 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 routine gathering of user case studies and formal evaluations.
- Support the development of internal processes related to programme management, account 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.

### 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](http://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](mailto:info@braininhand.co.uk).