

## Job Advert

<b>Job title</b>	<b>Senior Programme Manager (SPM)</b>
<b>Department</b>	Programme Team
<b>Line Manager</b>	COO
<b>Salary</b>	Band G starting salary £35,750 per annum depending on experience
<b>Working Hours</b>	40hrs pw permanent position
<b>Location</b>	Remotely based – head office is in Exeter, Devon
<b>Closing Date</b>	9am Monday 11 <sup>th</sup> January 2021  We reserve the right to close advertisements early if we receive a high volume of suitable applications.
<b>How to Apply</b>	Please go to <a href="http://www.braininhand.co.uk/careers/">www.braininhand.co.uk/careers/</a> to download and complete the application form and upload to our recruitment portal following the url link to the job.
<b>Company Profile</b>	<p>Our technology transforms the lives of people with conditions such as autism, mental health difficulties and learning disabilities, by enabling people to achieve their goals, be more confident and live more independently. We see a future that puts people in control of their own lives, accessing professional support only when they need it.</p> <p>We are a young, fast-growing technology company based in the centre of Exeter, and we are looking for an exceptional candidate to join our Programme team to help us to continue to improve our support system and reach more people.</p>
<b>Job Description</b>	<p>You will deliver an outstanding implementation service, focussing on both the end user's experience and the organisation's needs – demonstrating impact and ensuring there is a clear plan in place to build a sustainable and scalable project. Ultimately your goal is to manage your implementations effectively so that the maximum number of users get the best possible outcomes, and that the client can see the value in implementing BIH at scale.</p> <p>The role of Senior programme Manager (SPM) is challenging, diverse and exciting. You will be responsible for the management, as well as the direct delivery of training and support to a portfolio of Brain in Hand implementation sites. You will also undertake a critical leadership role within the team; as the most senior</p>

	<p>operational, client-facing role in the business with line management responsibility for programme team members.</p> <p>SPMs are responsible for projects where clients have elected to provide their own specialists to deliver personal planning sessions to end users. These projects are more complex and therefore are not managed by Senior Programme Officers and Programme Officers.</p>
<p><b>Key tasks within the role include but are not limited to:</b></p>	<p><b>Implementation management and leadership</b></p> <ul style="list-style-type: none"> <li>• You will be responsible for a portfolio of implementations where the client has elected to use their own specialists and will quality assure FMS implementations held by the programme team members.</li> <li>• Prepare and deliver project plans to match the needs of the client.</li> <li>• Actively and creatively facilitate the referral process (create resources, undertake engagement work, deliver webinars etc).</li> <li>• Deliver outstanding implementation training and support to the client to enable them to roll-out Brain in Hand and work with individual BIH users to help set them up.</li> <li>• Monitor progress and report on this to the COO monthly.</li> <li>• Line manage and mentor POs and ensure they are following the standard systems of processes for delivering FMS.</li> <li>• Quality assurance of FMS projects entails signing off: 1. The budget, 2. The project plan. 3. The plan to generate referrals, 4. The Evaluation.</li> <li>• Review regularly set up/activity data with POs to ensure implementations are on track.</li> <li>• Design templates with practitioners from FMS.</li> <li>• Feedback any problems/issues with the quality of delivery from our specialists, TLR providers to the SDT.</li> <li>• Work with SD team to advise on skills needed by specialists to deliver personal planning sessions to different cohorts of LA end users</li> </ul> <p><b>Evaluation:</b></p> <ul style="list-style-type: none"> <li>• Prepare evaluation reports, including user case studies, for client managed implementation</li> <li>• Oversee and quality assure the preparation of evaluation report by project officers for FMS sites.</li> </ul> <p><b>Account Management</b></p> <ul style="list-style-type: none"> <li>• Consolidate and develop our work to develop account management skills within the programme team.</li> <li>• Provide leadership to the programme team on effective client relationship management.</li> </ul>

	<ul style="list-style-type: none"> <li>• Act as the primary link with business development team.</li> </ul> <p>Product improvement:</p> <ul style="list-style-type: none"> <li>• Provide training to the programme team (on behalf of the product owner) system changes/improvements where the product owner feels it is appropriate.</li> <li>• Continually improve the quality of what we do, supporting the development of new processes, training resources and materials for client managed implementations.</li> </ul> <p>Other:</p> <ul style="list-style-type: none"> <li>• Lead or participate in special projects with service delivery team and/or product owner as required.</li> <li>• Set up systems and structures that good practice can be shared amongst both the programme team and clients.</li> <li>• Support wider BIH improvement, for example our product development, our marketing materials, and business development activities.</li> </ul>
<p><b>Essential Skills</b></p>	<p>We would be particularly interested in hearing from you if you work in a management, clinical, senior support, training or commissioning or role for a local authority, the NHS or other provider. You don't need to be a technology expert but you do need a proven track record of managing and delivering projects within health or social care.</p> <p>The role calls for a balance of skills; project management, account management, stakeholder engagement, training and facilitation skills are crucial, as well as an understanding of the challenges faced by people who are neurodiverse, experience mental health difficulties or live with executive function impairment, as well as the organisations that support them.</p> <ul style="list-style-type: none"> <li>• Flexibility and the ability to work as part of a team is of the greatest importance.</li> <li>• 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.</li> <li>• You will have outstanding 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.</li> <li>• We are looking for someone who has a proven track record managing and delivering projects within education, health or social care.</li> <li>• A solid understanding of how Local Authorities and/or the NHS provides services for Autistic people and people with learning disabilities, ABI and mental health problems.</li> <li>• Experience working in (or close to) an NHS or Local Authority commissioning team in a management role – this could be in commissioning or service delivery.</li> <li>• You will have experience or knowledge of the services that are typically offered to people who are neurodiverse, experience</li> </ul>

	<p>mental health difficulties or live with executive function impairment,</p> <ul style="list-style-type: none"> <li>• You will have experience of managing multiple programmes of work, will be commercially aware, self-sufficient and a very strong communicator.</li> <li>• 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.</li> <li>• Brain in Hand is a small but fast-growing business so you will need to be entrepreneurial and have direct experience of undertaking business development work, in its broadest sense.</li> <li>• The role of the Senior 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.</li> <li>• It is essential that you are comfortable using IT (Office, Outlook, SharePoint, Skype, etc.), mobile technology (laptop, tablet, mobile phone), and have access to your own transport.</li> </ul>
<p><b>Desirable Skills</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>
<p><b>Additional Information</b></p>	<ul style="list-style-type: none"> <li>• This is a customer-facing role and you will be engaging with vulnerable service users and their personal information; therefore a DBS check will be required prior to independent working.</li> </ul>