

<b>Job title</b>	<b>Programme Officer</b>
<b>Location</b>	Home-based  Two roles – one covering the Midlands and one covering the South West
<b>Division/Team</b>	Programme Team
<b>Reporting to</b>	Senior Programme Manager
<b>Contract terms</b>	40hrs pw permanent position
<b>Salary</b>	Starting salary £22,750
<b>Closing date</b>	28 <sup>th</sup> September 2020
<b>Job Description</b>	<p>Working with organisations who have purchased a fully managed service from Brain in Hand, you will deliver an outstanding implementation service, focusing on both the end user's experience and the organisation's needs. Ultimately your goal is to manage your implementations effectively so that they grow, and so that more people can benefit from our unique system.</p> <p>The role of the Programme Officer (PO) is a crucial one - serving as the interface between the client and Brain in Hand (BIH) to ensure our internal resources are aligned with the client's needs and that they are deployed on time. You will work with clients after hand-over from the business development team to develop a delivery plan, which will include a referral pathway and process for identifying the best users for BIH.</p> <p>Building a solid and sustainable pipeline of referrals is a crucial element of the role and will necessitate online and face-to-face engagement with practitioners and team managers (when safe and appropriate) to gain their trust and make sure they understand who to, and how to refer to</p>

	<p>BIH. You will also prepare case studies with end users and practitioners to demonstrate impact at both an individual and service level.</p> <p>POs are responsible for the delivery of all fully managed service projects but they will need help and support with the more complex aspects of implementations such as designing templates with practitioners, writing evaluation reports and developing a coherent plan to move the project towards business as usual. You will be line managed by a Senior Programme Manager who will coach and advise as required.</p>
<p><b>Key tasks within the role include but are not limited to:</b></p>	<p><b>Implementation management</b></p> <ul style="list-style-type: none"> <li>• You will be responsible for a portfolio of implementations where the client has elected for a fully managed service (FMS).</li> <li>• Attend handover meeting(s) with Business Development Manager to identify : key client side stakeholders, client expectations, the target group (s), potential referral pathways and need for template.</li> <li>• Develop and deliver project plans.</li> <li>• Work with client to define the referral process.</li> <li>• Actively and creatively facilitate the referral process (create resources, undertake engagement work, deliver webinars etc).</li> <li>• Liaise with Service Delivery team to set up project and confirm referral process.</li> <li>• Receive reports from Service Delivery Team on allocation of licences, delivery of set ups and use of response service, and act on those report accordingly.</li> <li>• Maintain regular contact with client supplying reports as required and attending meetings as necessary</li> <li>• Monitor and report on project progress internally, raising risks and issues in a timely fashion with SPM.</li> <li>• If required, work with SPM and SD team to develop a template for the client.</li> <li>• Operate as a specialist one or two times per month to maintain skills – preferably on own implementations.</li> </ul>

	<p><b>Evaluation:</b></p> <ul style="list-style-type: none"> <li>• Liaise with Regional Engagement Manager to identify end users and practitioners that might be appropriate case studies.</li> <li>• Prepare up to three case studies per implementation</li> <li>• Prepare evaluation report using agreed format at project mid point.</li> </ul>
<p><b>Essential Skills</b></p>	<p>We would be particularly interested in hearing from you if you work in project management or as a practitioner for a local authority, the NHS or other provider. You don't need to be a technology expert but you do need a track record of managing and delivering projects within health or social care.</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 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.</li> <li>• We are looking for someone who has a proven track record of delivering projects within education, health or social care.</li> <li>• We are especially interested in your experience within the types of organisation who are our clients.</li> <li>• You will have a clear understanding of how our clients support people with different needs as well as appreciating the many challenges they face.</li> <li>• You will have experience of delivering complex programmes of work and will be self-sufficient, very well organised and a strong communicator.</li> <li>• You will be happy presenting or facilitating and you will be a confident written communicator who has experience of preparing case studies for clients or other external stakeholders.</li> </ul>

	<ul style="list-style-type: none"> <li>• As a remote worker it is essential that you are comfortable using basic IT software (office, outlook, sharepoint, skype, etc.), mobile technology (laptop, tablet, mobile phone).</li> <li>• Have access to your own transport.</li> </ul>
<p><b>Desirable Skills</b></p>	<ul style="list-style-type: none"> <li>• 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 theraputic utility would be extremely useful.</li> <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>