

Job Advert

Job title	Programme Officer
Department	Programme Team
Line Manager	Senior Programme Manager
Salary	Band C starting salary at £22,750 per annum depending on experience
Working Hours	40hrs pw permanent position
Location	Midlands
Closing Date	9am 18 th January 2021. We reserve the right to close advertisements early if we receive a high volume of suitable applications.
How to Apply	Please go to www.braininhand.co.uk/careers/ to download and complete the application form and upload to our recruitment portal following the url link to the job.
Company Profile	<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>
Job Description	<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. 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 deliver your implementations effectively so that they grow, and so that more people can benefit from our unique system.</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</p>

	<p>appropriate) to gain their trust and make sure they understand who, and how to refer to BIH.</p>
<p>Key tasks within the role include but are not limited to:</p>	<p>Implementation Management</p> <ul style="list-style-type: none"> • You will be responsible for a portfolio of implementations. 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. • Develop and deliver project plans. • Work with client to define the referral process. • Actively and creatively facilitate the referral process (create resources, undertake engagement work, deliver webinars etc). • Liaise with Service Delivery team to set up project and confirm referral process. • 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. • Maintain regular contact with client supplying reports as required and attending meetings as necessary. • Monitor and report on project progress internally, raising risks and issues in a timely fashion with Senior Programme Officer (SPO) . • If required, work with SPO and SD team to develop a template or the client. • Undertake BiH Specialist training to be conversant with the process for setting up new users (to facilitate discussions with clients). <p>Evaluation:</p> <ul style="list-style-type: none"> • Liaise with Regional Engagement Manager to identify end users and practitioners that might be appropriate case studies. • Prepare case studies. • Support the production of evaluation reports using agreed format at project mid point.

<p>Essential Skills</p>	<ul style="list-style-type: none"> • 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. • Effective 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. • Presenting or facilitating and you will be a confident written communicator who has experience of preparing case studies for clients or other external stakeholders. • Well organised as we are looking for someone who has a proven track record of delivering projects within health & social care or possibly education. • You will have a clear understanding of how our clients support people with different needs as well as appreciating the many challenges they face. • 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). • Have access to your own transport.
<p>Desirable Skills</p>	<ul style="list-style-type: none"> • 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 therapeutic utility would be extremely useful. • 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.
<p>Additional Information</p>	<ul style="list-style-type: none"> • 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.