

**Job Description**

**Job Title Portfolio Manager** **(North England Care Coordination Partnership: new ways to tackle serious stress in veterans, their carers and families)**

**Reports to Operations Manager North East**

**Based at Gateshead WWTW Hub, with regular travel to NHS TILS / CTS sites and WWTW Manchester Hub**

|  |  |
| --- | --- |
| **Job Purpose** | To oversee all aspects the new *North England Care Coordination partnership: new ways to tackle serious stress in veterans, their carers and families* Programme, from its development to implementing program activities.  To ensure the programme is completed to a consistently high standard, within budget and that objectives are met on time. To ensure that the programme meets WWTW professional standards and the reporting requirements. |

|  |  |
| --- | --- |
| **Primary Responsibilities** | * To coordinate the programme across the two delivery locations of Manchester and Gateshead * To facilitate the embedding of the programme team into the veteran Transition, Intervention and Liaison service team (TILS) and Complex Treatment Service (CTS) * Develop and maintain relationships with the key partner organisations in each location * Establish short and long-term program objectives and ensures team members meet them * Recruit, hire, and train team members * Develop the budget and schedule monthly budget reporting throughout the program's implementation to ensure we are on track * Ensuring all reporting requirements are met * Assign tasks to team members to ensure project objectives are completed as required * Communicate expectations to team members * Counsel and discipline team members who do not perform to expectations or who violate company policies * Appraise team members' performances and offer feedback to employees and, when appropriate, to managers * Resolve problems within programme as they arise * Develop and implement the programmes exit strategy * To ensure that the programme meets WWTW professional standards and the reporting requirements * To be based in Gateshead three days per week and in Manchester two dates per week |
| **Other Responsibilities** | * Develop marketing materials the programme to ensure the service is promoted effectively * Analysing and addressing programme risks * To maintain a solution focused approached in dealing with key partners and service users * Undertake presentations as required   **Strategic Pathways Project**   * Oversee the Strategy Pathways project (10%) of workload * Mentor key stakeholders in Strategy Pathways Project |
| **Key Skills, Qualifications and Experience** | **Essential**   * Proven experience in program management * Proven stakeholder management skills * Proven experience managing a team * Competency in Microsoft applications including Word, Excel, and Outlook * Excellent verbal and written communications skills * Ability to initiate and manage influential external relationships * Attention to detail * Superior organisational skills * Experience strategic planning * Works Well to Deadlines and Under Pressure * Car user and access to a vehical   **Desirable**   * Empathy with vulnerable Armed Forces veterans and an understanding of the challenges they face in overcoming barriers to successful transition. * Experience in the third sector. |