

**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**

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| **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.  |

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| **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
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| **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
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| **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
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**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.
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