

## THE WARRIOR PROGRAMME

**This is a 6 month project to support and gather data on The Warrior Programme beneficiaries who have attended a residential or online course**

**Fees:** Monthly project fee - £2000

**Responsible to:** Director Operations

**Main purpose of the Project:** To guide, monitor and support Warriors (Serving Personnel, Veterans and Families) post course whilst gathering data on their progress to inform service delivery and outcomes

**Duties required:**

- Build and maintain rapport with Warrior delegates via phonecalls to:
  - Guide, monitor and support Warriors post course – signposting them to support services, monitoring their health and wellbeing, relationships with family and friends and their progress against their goals
  - Input key data into the Customer Relations Management (CRM) database post course
  - Analyse key CRM data to identify trends, gaps in service provision and potential adjustments or improvements to service delivery
- Produce key management information reports for Director Ops and Chief Executive to inform RAGDA, service delivery, content, online support resources (incl webinar and virtual meetings), social media, stakeholder engagement and development
- Attend TWP courses and refresher courses (physical and virtual + weekly online zoom calls) as required in line with Government policy and social distancing when conditions allow
- Signpost Warriors to relevant agencies to continue personal development where appropriate
- Liaise with Regional Co-ordinators
- Become the subject matter expert on data collection, evidence handling and presentation to demonstrate outcomes for Warriors

**Place of Work:** This project can be conducted remotely from home by virtual means

Essential	Desirable
Can work unsupervised, well organized, use initiative, is proactive and looks for solutions	A military veteran, spouse, or family member or has experience of the Armed Forces community
Excellent interpersonal and communication skills – Articulate and credible, especially on the telephone	Knowledge of ex-Service agencies and military charity organizations
Life/lived experience – worldly wise, is mature and well balanced	Car user if Government policy changes and the conditions allow for us to recommence residential Programmes
Work as part of a remote team & good team player	Knowledge of NLP and TLT and techniques used on Warrior Programme
Is adaptable, has foresight and is an excellent administrator	
MUST have excellent IT Skills - word, power point and excel to populate master database and a proficient typist Competent using Zoom/Teams/Skype	
Able to analyse and interpret data, produce comprehensive reports for senior management review	
Able to use all forms of social media competently	
Flexible and able to work away from home in the UK as required	

The closing date for applications is 24<sup>th</sup> July 20 with virtual interviews commencing in the week 27<sup>th</sup> July

To apply please send your CV and covering letter to: [info@warriorprogramme.org.uk](mailto:info@warriorprogramme.org.uk)

*The Warrior Programme strives to be an equal opportunities employer and welcomes applications from all sections of the community. We particularly welcome applications from ex-Service personnel.*

*Appointments are subject to an enhanced DBS check.*

Please contact John Cummings, Director of Operations on [john.cummings@warriorprogramme.org.uk](mailto:john.cummings@warriorprogramme.org.uk) to arrange an informal discussion.