**Programme Coordinator (North West)**

**Salary** £22,000 per annum

**Hours**  37.5 hours per week

**Term** Full time, fixed term contract, 2 years

**Location** Mixture of office and home working

**Travel** There will be some travel expected across the North West region

(Cheshire, Merseyside, Greater Manchester, Lancashire and Cumbria)

The Armed Forces Covenant Fund Trust recently announced a new programme of support to develop better, more joined up and lasting support for local veterans with mental health needs. This will be delivered on a regional model, with the North West incorporating Cheshire, Merseyside, Greater Manchester, Lancashire and South Cumbria. A ‘Wellbeing’ Network will be established, underpinned by five key pillars: Governance & Quality Assurance, Monitoring & Evaluation, Sustainability & Collaboration, Workforce/Skills Development and Veterans’ Voice.

The Network will host a variety of subgroups on key themes aligned to the aims of the programme, and a portfolio of projects to ensure veterans have access to safer places, efficient pathways and people that are effectively trained and connected in their efforts. This programme will produce a legacy of improved ways of working, better collaboration across sectors, and a bank of toolkits, training and development packages to enhance our services.

To help us with this important mission, we are recruiting a Programme Coordinator to, support the portfolio of projects, oversee day-to-day delivery and achieve key milestones and outcomes.

**About Broughton House Veteran Care Village**

Broughton House is the only Veteran Care Village in the North West. Established in 1916 Broughton House has always prided itself on the pioneering way in which we provide care and support to military veterans; more so today than ever before. In order to become more relevant to the growing demands of veterans of all ages, Broughton House has recently completed an exciting, innovative programme of works to commission the UK’s first Veterans Care Village. The Broughton House Veterans Care Village now provides the complete holistic services required by veterans and their families at any stage of their life after service. This trinity of services includes a modern purpose-built 64 bed nursing and dementia home (which was fully commissioned in September 2020), independent and assisted living apartments and an Armed Forces Support Hub for veterans living in the NW region. Our new strategy reaffirms our commitment to delivering excellent nursing and care, but also commits Broughton House to an exciting programme of innovation and expansion of its services by developing new models and raising standards of care and support to our veterans.

**The role**

As Programme Coordinator, you will have a broad and varied role, supporting the Head of Programme Delivery with overseeing the day-to-day management of the portfolio of projects. Joining the programme from its inception, you will be integral in developing and supporting the launch of the Network, monitoring progress to help us achieve our objectives. A key part of the role will be managing relationships with stakeholders at all levels, so you will need to have excellent communication and relationship building skills.

You don’t have to have served yourself, but a connection to the Armed Forces community and/or an understanding of the issues faced would be beneficial. You must have a genuine interest in achieving the strategic objectives of this programme to improve the lives of veterans with significant mental health needs. No prior experience is necessary, but you should be highly organised, positive and flexible with the ability to manage competing demands.

The right candidate will have excellent communication and team working skills. The role will share learning from the projects that we develop, to ensure best practice is championed and widely shared. You will understand the vital importance of a strong community of organisations, professionals and volunteers in supporting veterans, their families and carers.

**Key Responsibilities**

* Support the Head of Programme Delivery to deliver the programme to targeted outcomes
* Coordinate and facilitate strategic meetings for the Network, and wider partners
* Provide project coordination to support portfolio partners and the Network
* Create and maintain detailed programme documentation
* Building a comprehensive network of veteran support organisations, utilising current collaborative working partnerships and creating new ones
* Listen to stakeholders and feedback into the Head of Programme Delivery
* Provide timely progress updates and reports to internal stakeholders, Funding Partners and external stakeholders to ensure everyone is engaged with and alert to progress on the programme
* Develop and maintain trusted working relationships with stakeholders at all levels across public, third and private sectors
* Take a proactive approach in displaying an up to date working knowledge of relevant initiatives, statutory support and awareness of partners across public, private and third sector
* Coordinate marketing activity for the publicity of the Network and portfolio projects
* Monitor and report on Key Performance Indicators (KPIs) to drive a continuous improvement process
* Carrying out other duties within the scope of the job as requested by the Head of Programme Delivery

**Knowledge & Experience**

* Previous administrative experience, with high attention to detail (Essential)
* Experience of supporting project work, including coordinating projects (Essential)
* Knowledge of the Armed Forces community, and the issues faced (Essential)
* Experience in coordinating marketing activities across multiple platforms (Desirable)
* Writing reports on project activity (Desirable)
* Experience of working within the third sector, and/or Armed Forces organisations (Desirable)
* Building and maintaining highly effective working relationships with internal and external stakeholders (Desirable)
* A good understanding of the challenges faced by Armed Forces organisations in the North West (Desirable)
* Clean driving licence and access to personal transport (Desirable)

**Essential Skills**

* Flexible, adaptable and willing to support the wider network of partners
* Accurate and thorough, ensuring a high-quality standard of work
* Managing a diverse workstream, with the ability to analyse information consistently, identify issues and escalate potential risks
* Strong attention to detail and excellent time management
* The ability to develop and sustain a level of professionalism at all times among team members, key contacts and stakeholders
* Strong communication and interpersonal skills
* Proficient in the use of Microsoft applications and with the appropriate level of IT competencies to learn new software and support the completion of tasks in a fast-paced environment
* Striving for excellence and committed to self-development to support the requirements of the role

For informal discussions about the role, please contact Lisa Murgatroyd, 07961 663499

To apply, please send a cover letter and CV to [vppp@broughtonhouse.com](mailto:vppp@broughtonhouse.com)

The deadline for applications is 5pm Friday 14th January 2022, with interviews expected w/c 17th January 2022.