

# thewarriorprogramme

**Job Role:** Post Co-ordinator

**Responsible to:** Director Operations

**Salary:** Circa £28,000

**Location:** - Based from home and attendance on Residential courses required, currently in Corsham but could be elsewhere in England

**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 and refer onto appropriate services

## **Duties required:**

- Build and maintain rapport with Warrior delegates via phone calls, email, text or social media to:
  - Guide, monitor and support Warriors post course – signposting and referring 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 foundation and refresher courses (physical and virtual if required). Assist with the set up and contribute to the running/administration of the course. Provide briefs as required and be prepared to take photographs and collate information as required.
- Liaise with Regional Co-ordinators, informing them of the development of Warriors and identify individuals who are prepared to engage with the external evaluator to provide a case study
- Manage Safeguarding concerns and refer/discuss with the Designated Safeguarding Lead (DSL) when appropriate

- Become the subject matter expert on data collection, evidence handling and presentation to demonstrate outcomes for Warriors to Management and Trustees

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	Knowledge of Safeguarding
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	Mental Health First Aider or First Aid qualification
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 and a car user	

The closing date for applications is Friday 1 May 2026 with interviews commencing the following week. Successful candidates will then be invited to visit us on a residential programme 19-21 May.

Ideally, we would wish for the successful applicant to start as soon as possible.

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.