



Our vision is a society where dementia is wholly understood and accepted, enabling people living with dementia to be fully supported throughout the whole of their journey

Job Title:	Programme Manager – National Ambitions Programme (NAP) Temporary for 1 year
Reports to:	Chief Executive
Salary:	NJC PO7 (£46,845 - £49,864)

## Job Advert

Dementia Support is a young local charity based in Tangmere near Chichester and we have now created the first ever 'one-stop shop' for those living directly or indirectly with dementia. In our state-of-the-art Hub, Sage House, which opened in May 2018, we deliver a wide range of vital integrated dementia services under one roof. We provide the latest support, information, advice, activities, and care to those living with dementia and memory loss to support individuals to live independently at home for as long as possible.

Following the successful launch of Sage House, we are entering our next exciting chapter which involves developing and delivering the charity's ambitions to support the provision of integrated dementia care at a National level.

Working with the CEO and skilled in the use of the Managing Successful Programme approach, as the Programme Manager you will support the delivery of the programme in line with the charity's vision, values and strategic objectives as we move towards creating the future of dementia care.

The ideal candidate will be a "do-er" and have;

-  Demonstrable knowledge of programme management processes and techniques, ideally within a healthcare or regulated environment and across multiple locations.
-  Excellent stakeholder engagement skills at all levels and with third parties.
-  Excellent communication skills, in spoken and written English.
-  Demonstrable experience of managing concurrent projects and resources to deliver best business outcomes.

Subscribing to the values of the Charity, you must be committed to **working together** with others, be that staff teams or partners and customers to **improve lives**. By working with **integrity** and **commitment** to maintain high personal and professional standards and **deliver excellence** in our work, at Dementia Support we ensure that **Everyone Matters**.

We cannot serve our diverse customers without firstly celebrating the diversity of our workforce. As an equal opportunities employer we work hard to create an inclusive culture where everyone feels a sense of belonging. As a charity we welcome and value difference, so however you look, wherever you come from and whatever you watch on TV, we want to hear from you (although if it's Bake Off, we'd particularly like you to make contact).

If you would like more information about the position or if you wish to apply, please complete the application form and send it to [sally.tabbner@dementia-support.org.uk](mailto:sally.tabbner@dementia-support.org.uk).

Closing Date: 24/05/2021

Interviews: 03/06/2021

## Job Purpose

The NAP Programme Manager's key purpose is to effectively manage and coordinate the projects/workstreams to deliver agreed outcomes.

The role will require collaboration with stakeholders at varying levels and with teams both internal and external. The role is central to helping to fulfil the success of intended growth plans and quality goals and thereby helping to facilitate excellent care to people living with dementia.

The post holder will be:

- expected to lead and/or contribute to a range of workstreams/projects
- build excellent working relationships with both internal and external stakeholders in order achieve specified outcomes, (but will not have direct authority over those involved).
- work with the CEO and others, to define project objectives, and other criteria such as timeline, resources, budget, completion criteria, and author/document utilising the Managing Successful Programme's methodology

## Duties and Responsibilities

This job description is a summary of the main responsibilities of the post and duties may change and vary from time to time to meet the needs of the charity and its customers. Responsibilities will include those listed below:

-  Work with the CEO to define and deliver a comprehensive programme for the charity's National Ambition Programme.
-  Effectively oversee and monitor the programme to ensure that the business outcomes are achieved.
-  Proactively manage and identify risks and issues, developing contingency plans ensuring that they are resolved in a timely manner
-  Work with the CEO and others as needed, to define project objectives, and other criteria such as timeline, resources, budget, completion criteria, and document using the MSP methodology.
-  Author programme management documents. For example, programme plans, charters/scope statements
-  Manage and control interdependencies across the workstreams and other areas of work of the charity.
-  Work with Trustees, Senior Managers and other key stakeholders to manage activity and drive forward the required changes at pace by organising project activities into manageable work efforts for team members and determine an effective approach to completing the work, as outlined in the programme plan
-  Ensure that all work for business cases and policy changes have been through the appropriate governance processes
-  Responsible for ensuring the quality assurance and integrity of the programme
-  Meet deadlines and facilitate change through creating a climate of collaboration across programme responsibilities.
-  Work with the CEO and marketing team on an effective communication strategy, to ensure regular and effective communications take place with key stakeholders.
-  Represent the charity in networking and engaging at national, regional and local level to understand and influence best practice. Maintain the profile and promote the interests of the charity.
-  Provide timely, clear and concise management reports to the Chief Executive, Board of Trustees and other Stakeholders.
-  Participate constructively in induction, regular supervision, appraisal and relevant training. To contribute positively to continuous improvement of services.
-  Maintain confidentiality in line with organisational policy in relation to customers, staff and business sensitive information.
-  Work in line with the policies and procedures of Dementia Support and act as a representative of the charity in all your duties.

- 🌟 Undertake any other duties commensurate with the role that may be required and are appropriate to the post, as requested by the Chief Executive.

These duties are illustrative and not exhaustive. The post holder will be expected to become involved in a range of work to enable the charity to respond effectively to the changing requirements that the programme will present.

## Skills and Abilities

- 🌟 Self-starter, proactive, energetic individual with a collaborative mindset.
- 🌟 A Professional Project Management (APMP/Prince2) or Programme Management (MSP) qualification
- 🌟 Excellent organisational skills with good time and document management with the ability to coordinate multiple projects/wprkstreams.
- 🌟 Excellent partnership and communication skills, written and verbal, both internally with peers and trustees, and externally with partners and stakeholders.
- 🌟 Ability to be work under pressure, prioritise work and be flexible in delivery.
- 🌟 Able to lead, support and inspire within an open-minded and flexible approach to working
- 🌟 Good attention to detail in all aspects of work e.g. maintaining records, grammar etc.
- 🌟 Good computer literacy skills, including Word, Excel, Powerpoint and Outlook.
- 🌟 Able to respect the unique contribution of every individual and work positively in a diverse environment.
- 🌟 Be willing and able to work outside of normal hours as necessary.

## Experience

The post holder should be able to demonstrate the experience of;

- 🌟 Excellent project management and organisational experience at a senior level in a relevant sector.
- 🌟 Experience of delivering major or complex projects in a multi-disciplinary environment, including planning and budgeting.
- 🌟 Experience of working at a senior level, including playing a role in influencing internal and external stakeholders.
- 🌟 History of understanding risk and taking brave and calculated decisions to achieve exceptional results.
- 🌟 Strong experience of supporting organisations to work in partnership with communities.
- 🌟 Knowledge of, or a very keen interest in, dementia, older people's issues and disability.

Approved by:	
Date approved:	
Reviewed:	