

Job description

S&O Programme Manager Full Time – 35 hours per week [would consider 28 hours per week]

Location: Home with occasional travel



Bringing failed bone marrow back to life

Are you enthusiastic and highly organised with an understanding of support and outreach work? We are looking for a collaborative, driven and problem-solving candidate to design and lead our core support projects and improve the way we make life better for people affected by aplastic anaemia.

This is a fantastic opportunity to join a high performing team within the AAT. Our team is small, but mighty. Our current S&O team is made up of three part-time support and outreach workers some of whom have lived experience of aplastic anaemia. Lived experience is hugely important to us but is not an essential criterion for this role.

As part of the Senior Management Team, you will bring the process, structure and programme-oriented approach to our successful and varied range of support services. You will be helping to give people living with aplastic anaemia access to better information, better networks and better ways to advocate for themselves.

This opportunity is for a permanent contract, starting immediately. You will work 35 hours a week, and we encourage flexible working. However, the team does generally operate during core office hours (between 9am to 5pm) and there are regular team meetings on Thursdays.

What you'll do

The programme manager will be responsible for:

- **Strategic oversight of the Support and Outreach delivery team:** You will hold the core responsibility for ensuring the work we do aligns with the organisational strategy, and for the oversight of the dedicated S&O strategy. This is a team of three people, all of whom report into you.
- **Project management and oversight:** You will be responsible for project management, project governance, scoping, monitoring, evaluation, evidence collection and reporting.
- **Project delivery:** Supporting the community/patient experts in our S&O team in delivering the projects in our annual plan. These projects are designed to improve the quality of our support offering and the experience that people with aplastic anaemia have within the healthcare system.
- **New project identification and design:** Supporting our team to developing their bright ideas or identified areas of need into deliverable and measurable projects, which support our strategy.
- **Systems improvement:** You will provide ideas to improve the way we work, bringing a creativity and enthusiasm for process improvement and change.
- **Relationships:** You will build and maintain relationships with clinicians, peer charities, community members, and other stakeholders.

Exciting projects you will be leading on over the next year include:

- Working with a Data Manager to improve the way we use and report on our CRM system.
- Delivery of our exciting new individualised support programme, in collaboration with our Head of Communications & Fundraising

- Facilitating the Nurses Panel, and overseeing the delivery of outputs, for example the CPD accredited e-learning module for clinicians.
- Managing the Youth Board and other community reference groups to ensure their voices are heard and we are community led in all aspects of our work
- Helping create a more joined up experience for our community (who are often both receiving support and fundraising for us) by collaborating across teams.

About you

The successful candidate will be experienced at managing a range of projects simultaneously and will have a passion for improving health services and ensuring that our community voice sits absolutely at the centre of our work.

We know the skills we need for this role, and we are open minded about where you might have acquired or demonstrated these. Let us know in your supporting statement why you believe you would excel. For example, we imagine that this would be an ideal opportunity for an experienced project manager looking for an exciting and challenging role where they can have a tangible positive impact.

We're looking for candidates with:

- Experience of working as part of a busy and passionate team, able to bring ideas and people together and create project structure.
- A warm and friendly nature, with excellent people management skills and the ability to facilitate collaborative discussions.
- Excellent organisational skills, problem-solving ability and the ability to seek out and implement improvements in our processes.
- Strong communication skills and the ability to build relationships and collaborate with multiple stakeholders, including clinicians and senior staff. We pride ourselves on our compassion and empathy, and our ability to be experts in both our work and the experiences of people impacted by AA. You will have the chance to develop this understanding in the role.
- Digitally literate – as a remote team we all need to be comfortable with the tools essential to remote working such as shared files, video meetings etc.
- Ideally you will have an understanding of how a charity like ours supports patients – whether you've worked in a similar or related field, volunteered, or perhaps accessed support services from a charity yourself.
- A can-do attitude: you enjoy problem solving and getting things done. We're a small charity and everyone gets involved with making things happen.

About us

The Aplastic Anaemia Trust is the only UK charity providing information, advice and support to people affected by the rare disease Aplastic Anaemia. Our vision is that everyone affected by Aplastic Anaemia in the UK should feel empowered and have access to the best possible treatment, care and support so they can lead full and healthy lives. We support our community through one of life's toughest challenges – diagnosis with a rare bone marrow failure. We currently support around 2,600 people and have around 50 volunteers.

In this rare and life-threatening disease, the bone marrow fails to produce healthy levels of our blood cells. Aplastic Anaemia can affect people at any age. However, children, young people, and people aged 60 and above are most vulnerable. In the UK, around 150 people are diagnosed with Aplastic Anaemia every year. It can be inherited or caused by an autoimmune reaction.

Aplastic Anaemia has a serious and long-term impact on a person's life and health. Symptoms include extreme tiredness, frequent infections, bruising and bleeding. In very severe cases it can be life-limiting. Diagnosis usually involves a bone marrow biopsy, which many people find traumatic. Treatments can be aggressive and include blood transfusions, drugs, immune-suppressive treatment, and stem cell transplant. In some cases, people – especially children – will need a Bone Marrow Transplant to be cured. Hospital appointments, tests and treatments can span years.

Our aim

Our aim is for people affected by Aplastic Anaemia to have **better treatment, better information** and **better networks**. We enable this by:

- **Investing in research** and working in partnership with centres of excellence. We recently co-funded research into whether the Covid-19 vaccines are effective for people with Aplastic Anaemia and blood cancer, working with Blood Cancer UK. We are currently committed to three major research projects, including a paediatric UK bone marrow failure registry and biobank with Great Ormond Street Hospital, leading to a better understanding of what causes Aplastic Anaemia.
- **Providing trusted information**, advice and support through our Support Line, WhatsApp messaging, website, webinars led by experts including haematologists and clinical psychologists, and our free resources that are available in print and online. We are the go-to information source for our community.
- **Bringing people together** and providing peer support through social media, including our closed Facebook group, community blogs, and our online AAT Chat meetings. We run a series of psychologist led emotional wellbeing courses, connect people with professional mental health support and benefits advice, and provide regular useful expert led webinars to help our community manage life with aplastic anaemia.

Our core values

This is a fantastic opportunity for a highly motivated individual with a commitment to our core values:

1. Community-led
2. Expert
3. Compassionate
4. Collaborative
5. Respectful
6. Problem-solving

Benefits

- A very generous 28 days annual leave, plus bank holidays
- Pension scheme
- Learning and development opportunities

- Remote, flexible working anywhere in the UK.

What you'll need

A suitable place to work from at home

What you'll get

A laptop, mobile phone and appropriate accessories

How to apply

To apply for this role please submit your CV and a supporting statement of no more than a page explaining, with clear examples, how your skills and experience match the job description and person specification.

Applicants who do not submit a relevant supporting statement **will not** be shortlisted.

Recruitment process timeline

- 30th March - Deadline for applications
- 31st March / 1st April - Applicants will be longlisted
- 3rd / 4th April - Informal interviews will take place via teams
- 9th / 10th April - Formal interviews will take place via teams
- 11th April - Candidate selected

If you have any questions or wish to have an informal chat about the role, please email Vicky vburford@theaat.org.uk