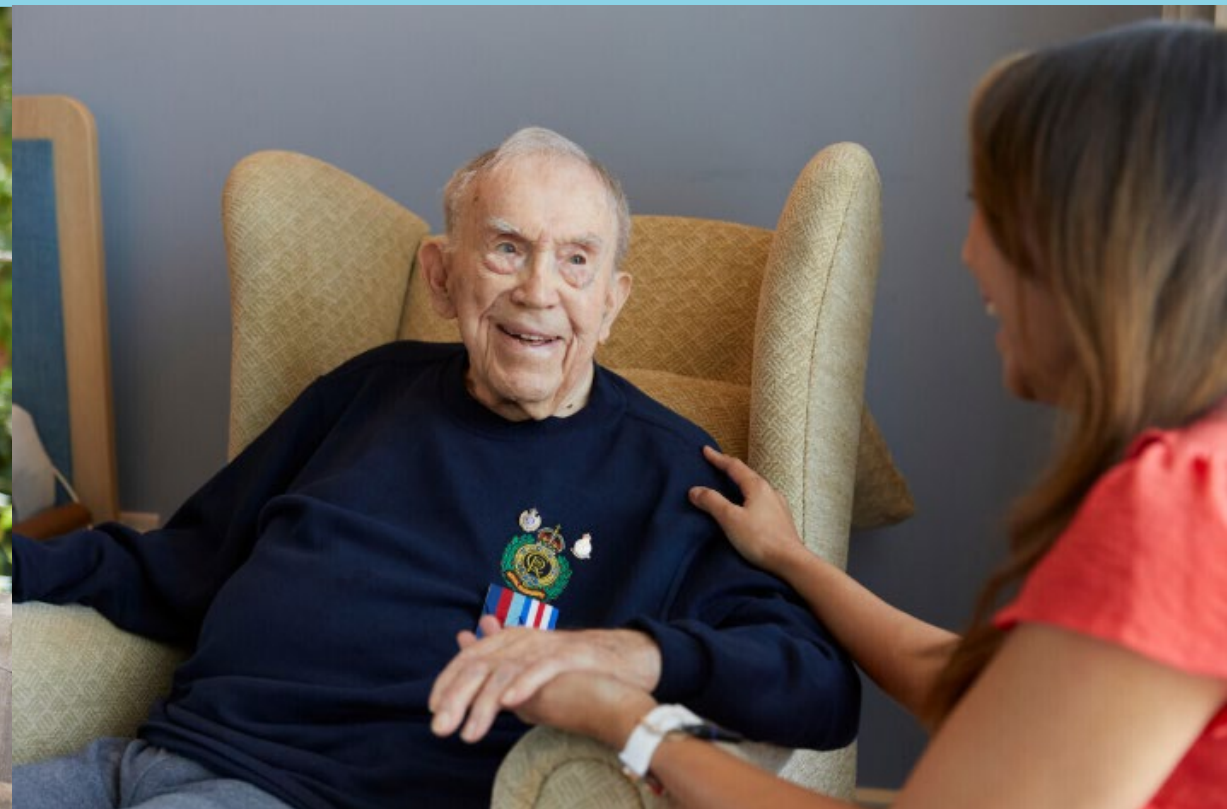




**Royal Star  
& Garter**

Care with courage



# Programme Management Office Lead

Candidate information pack





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# Welcome to Royal Star & Garter

Thank you for your interest in Royal Star & Garter. It's an exciting time to join us as we embark on our five-year strategy which will see us enhance the services we provide to our beneficiaries, evolve our current operations and expand our services beyond our current four homes.

As Programme Management Office Lead you will "hold the strings": aligning work plans, working across teams, creating reporting mechanisms, convening the right people at the right time, taking proactive action where needed to remove blockers and supporting the Executive team to make informed, timely decisions.

The values that Royal Star & Garter holds are integral to everything we do, and we expect staff to uphold them. In the case of this role, it will be an important element of ensuring appropriate consistency across the Homes.

We are committed to investing in our staff - in both their professional development and personal wellbeing. We offer a comprehensive induction supported by training and an informal learning approach. Our range of benefits are also designed to support our staff.

We are looking for someone who is passionate about our values, someone with positive energy and who wants to work as part of a fabulous team to make a real difference. If this is you, then I look forward to receiving your application.

Kate Silver  
Director of People

## The role at a glance

**Title:** Programme Management Office Lead

**Location:** Hybrid.

**Reports to:** Director of People

**Management of:** No line management

**Hours:** 35 p/w.  
Open to job share applicants

**Salary:** £50,000

**More information:**  
Kate Silver, Director of People  
[Kate.Silver@starandgarter.org](mailto:Kate.Silver@starandgarter.org)

# Purpose, style & approach



## **Purpose of the role**

Royal Star & Garter (RSG) is embarking on an exciting new strategy which will see us expand our services into the community. The PMO Lead will play an integral role in this ensuring the delivery of all strands of work.

The PMO Lead will act as the central coordinating point for a complex programme of work, ensuring that all strands are delivered effectively, on time, and within scope. This role is about enabling delivery by others — maintaining oversight, fostering collaboration, and ensuring clear visibility of progress and risks across the programme.

The PMO Lead will “hold the strings”: aligning work plans, working across teams, creating reporting mechanisms, convening the right people at the right time, taking proactive action where needed to remove blockers and supporting the Executive team to make informed, timely decisions.

## **Style and approach**

This role suits someone who works through influence rather than authority - a confident convenor who draws people together, clarifies direction, and ensures accountability through structure, insight, and steady coordination.

## **Programme management approach**

This programme is to be run using Agile / Agile-style programme methodologies with clear, appropriate planning and reporting documentation being produced to enable governance by the Executive and the Board.



# Key responsibilities



Maintain an overarching programme plan, bringing together timelines, dependencies, and milestones across all projects.

Create and manage effective reporting frameworks that provide clear visibility of progress, risks, and outcomes to internal and external stakeholders.

Facilitate communication and coordination between project leads, ensuring alignment and clarity of purpose.

Lead programme governance arrangements (scheduling boards, preparing papers, tracking decisions and actions).

Identify interdependencies and potential conflicts between projects and work proactively to resolve them.

Be alive to blockers that arise and take proactive steps to resolve these.

Track resource use, budget summaries, and key performance indicators for the programme.

Support programme reviews, evaluation processes, and reporting to the programme board, Governors or information for funders.

Develop and maintain documentation, templates, and systems that support consistent programme management practice.



# Person specification



## Essential Behaviours & Characteristics

- Collaborative: Encourages input, balances perspectives, and creates shared ownership.
- Organised and methodical: Skilled at managing detail while keeping sight of the bigger picture.
- Diplomatic communicator: Builds trust and maintains constructive relationships across all levels while also maintaining momentum and speaking truth to power.
- Analytical thinker: Comfortable interpreting data, reports, and evidence to inform decisions.
- Calm under pressure: Able to manage multiple priorities in a dynamic environment.
- Proactive and solutions-focused: Spots gaps or risks early and drives practical action to address them.
- Resilient & persevering: remains focused and persistent in the face of resistance or delay, confidently follows through on requests and constructively challenges avoidance to ensure progress and accountability.

## Essential Experience & Qualifications

- Substantial experience coordinating multi-strand programmes or portfolios, ideally within a charity, public sector, or partnership context.
- Proven ability to design and implement reporting and governance processes.
- Strong understanding of project and programme management principles, particularly Agile or experience of adapting other styles (e.g. PRINCE2 or MSP) to Agile-style delivery.
- Experience supporting senior leaders and managing relationships across diverse teams and stakeholders.

## Desirable

- A recognised project or programme management qualification (e.g. PRINCE2 Practitioner, Managing Successful Programmes – MSP, APM PMQ).
- Familiarity with charity or non-profit organisational structures and funder reporting expectations.

# How to apply



Send A CV and covering letter of no more than two sides setting out how you meet with person specification and how you will deliver the purpose of role to [centralservices.jobs@starandgarter.org](mailto:centralservices.jobs@starandgarter.org).

## Our values



## With love



We carry out our work with love, care and compassion.

## Living positively



We are optimistic in everything we do, supporting veterans and their families in leading happy, fulfilled lives.

## As a family



We work and live as one team, one family, one community.

## Standing in their shoes



We show admiration and respect for people and never forget what they have done.

## Take courage



We are not afraid to do what is right and what is needed.

# Offer



## Although we are a charity, we offer a generous package

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- Salary £50,000
- 35 hours per week
- Equivalent of 25 days holiday per annum plus bank holidays
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%
- Life insurance of 3 x salary (until age 70)
- Ten weeks full occupational sick pay before statutory sick pay
- Access to appropriate professional bodies and payment of relevant membership fees after six months of employment
- Learning and development – opportunities to support you in your role

# Conditions of employment



Any offer of employment made will be subject to the following conditions:

- Satisfactory references covering the last 5 years from at least two references, including one from your current or most recent employer
- A pre-employment medical screening
- Enhanced DBS Disclosure
- Proof of the Right to Work in the UK

Confirmation in post will be subject to:

- A satisfactory 6-month probationary period.

# About us



## Our mission

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Royal Star & Garter was founded in 1916 to care for the severely injured young men returning from the battlegrounds of the First World War. Today, our mission is to provide outstanding care and support that recognises the needs of veterans and their families.

## Our care

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We provide care, support and friendship for those who have had the courage to serve so that they can live well. We deliver that through high quality Homes, a range of services in the local community, by driving innovative practice and by setting the standards for others to follow. We offer:

- Nursing care
- Dementia care
- Short-break/respice care
- End of life care
- Day care
- Lunch Clubs
- Telephone Friendship Service

# About us



## Our future

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We are developing new services beyond our four Homes, including an outreach service to provide support in veterans' own homes and a community for younger veterans. We continue to reach more ex-Service personnel in residential care through the Veteran Friendly Framework. Our work to promote greater collaboration will deliver better outcomes for the Armed Forces community.

## Our knowledge

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We have over 100 years' experience in providing pioneering nursing and therapeutic care to veterans living with disability and dementia. We are committed to sharing our knowledge and skills with other organisations to promote better care for all veterans and older people. We partner with health care, military and academic organisations for the benefit of our local communities.

## Sharing our experience

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We are passionate about innovation in our care to improve the lives of veterans and their families. We have been championing the development of nursing associates in the social care workforce for several years and support many of our carers to develop new skills.

# High Wycombe

Our High Wycombe Home (rated Outstanding by the CQC) has been designed with comfort and wellbeing in mind. There are plenty of activities to enjoy, opportunities to socialise with friends, or simply relax in the spacious lounges and landscaped garden.



# Solihull

Our Solihull Home is rated Outstanding in all five areas by the Care Quality Commission. Loving, compassionate care is tailored to each individual and every detail designed for comfort and wellbeing, it's a place where residents and their families can truly feel at home.



# Surbiton

With its stunning foyer and relaxed, spacious lounges, our Surbiton Home offers a warm, friendly welcome. Highly trained staff provide specialist care in comfortable surroundings, where the focus is always on the individual.



And rated **'Outstanding'** in the care category.



# Worthing

Our Worthing Home places each person at the heart of their care, with personalised rehabilitation plans that promote independence, confidence and wellbeing. The dedicated team includes in-house physiotherapists and occupational therapists who offer hands-on support with warmth and encouragement.

