



March 2025

Support & Outreach Programme Manager recruitment pack

Join us and transform
the lives of people
affected by rare
bone marrow failure





What we do

The Aplastic Anaemia Trust is a UK charity whose mission is to enable vital research into the causes of aplastic anaemia and other rare bone marrow failures that ultimately leads to finding a cure, and to support everyone affected, so they can lead healthy and fulfilling lives.

We work with clinicians and researchers across the UK, and support patients and their families, providing information, social networking opportunities and help and advice.

The Aplastic Anaemia Trust emerged as a charity from the Marrow Environment Fund and Aplastic Anaemia Patient Support network in the late 90s.

Today, The Aplastic Anaemia Trust is a small and professionally run organisation dedicated to providing people affected by aplastic anaemia with better information, better networks and better treatments. We do this through our warm community-focused support and by funding world-leading research into the disease and its treatment.



Strengths



We are closely rooted in our community and our work is deeply connected to our understanding of their changing needs.



We work directly with clinicians and researchers across the UK to inform our research and provide patients with access to world-leading expertise.



We are collaborative: working in partnership with organisations large and small to punch above our weight when representing our community.

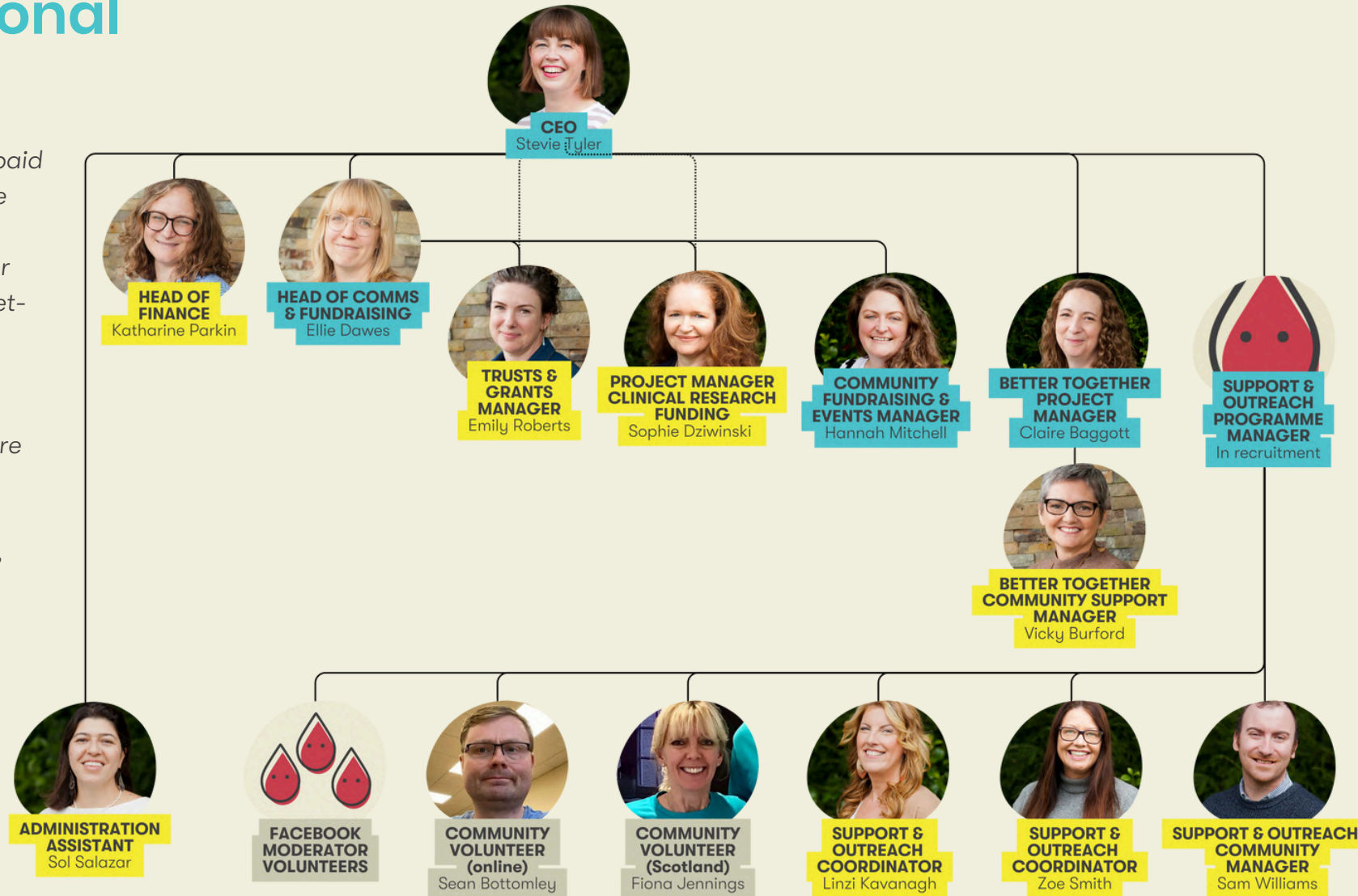


Organisational structure

Our experienced team of paid staff are based all over the UK. The team are digitally enabled and work together remotely, with regular meet-up events to aid strong collaboration.

The majority of our roles are part time. The Support & Outreach Programme Manager is a full time role, managing three part time paid roles and volunteers.

Full time **Part time**



What you will do

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.

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.

There will be occasional evening and weekend work, which will include chairing webinars, attending conferences and taking part in community fundraising events.

About you

As part of the Senior Management Team, you will bring the process, structure and programme-oriented approach to our successful 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.

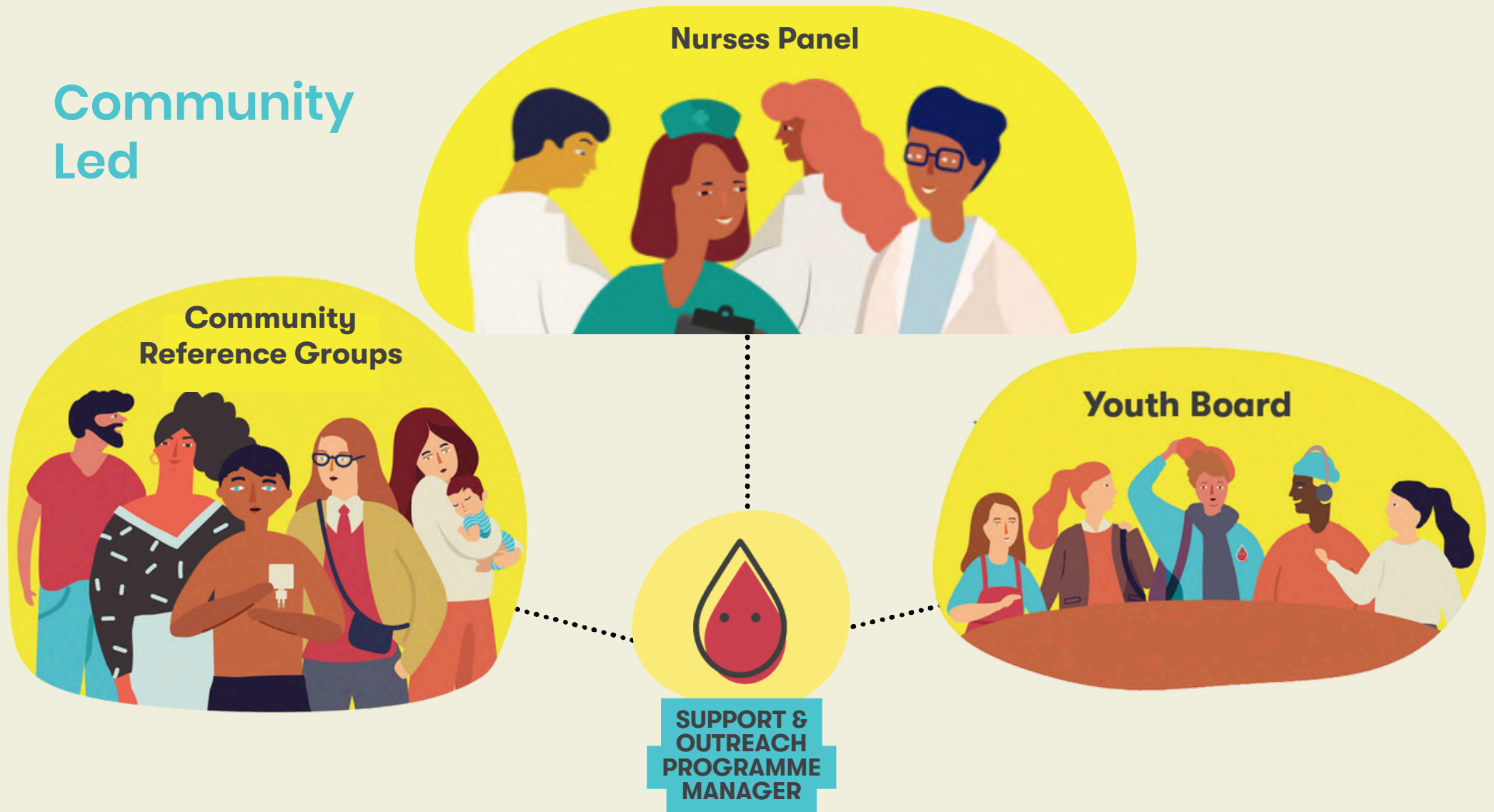
You will be experienced at managing a range of projects simultaneously and will have a passion for improving health services and ensuring that our community voice sits absolutely at the centre of our work.

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 welcome applications from all backgrounds.

Community Led



The Board of Trustees receive insight and input from our Youth Board and our Nurses Clinical Advisory Panel (NCAP), with the Community Reference Groups informing the work we do. As a charity we are proud to be community-led, and it is a privilege to work with our community in this way.

Being the Support & Outreach Manager at The Aplastic Anaemia Trust

“Working for The AAT as the Support & Outreach Programme Manager has been an honour. The S&O team are extremely close and go above and beyond to offer excellent support to our community. The wider team is made up of enthusiastic experts in their fields, all so willing to share their knowledge and always happy to help. You will have such an excellent team around you as you begin this new job.”

We are in a really good place in terms of the support we offer our community, providing a variety of courses, webinars and 1:1 support across the country as well as expert information to help our community navigate their individual journeys. This job is a gift for the right person. There is potential to really make this role your own, but you will be doing so from a strong starting position.

The aplastic anaemia community are something quite special and I feel privileged to have been able to work so closely with them to ensure their voices are heard. I hope whoever is successful in this role will find it as meaningful as I did.”

Vicky



Benefits

We pride ourselves on being a flexible, dynamic workplace and take real pride in ensuring our staff enjoy working here, and can find a good work-life balance.

The salary for this role is £38k per annum.

We offer 28 days annual leave per year, plus statutory Bank Holidays, which is taken flexibly through an annual total of 'hours'. This is calculated pro rata for part time roles. We also have a clear policy for time off in lieu for working weekends and evenings.

Because we are fully remote, the team gets together twice a year in-person for Staff Conference. This takes place over two days with an overnight stay and everyone really enjoys the social element. We also send birthday presents to all our staff, as part of our commitment to building a warm culture.

The S&O Programme Manager role comes with the AAT's standard pension of up to 5% salary matched to your own contribution.

"I love working at The AAT, it is such a supportive and friendly charity. I really value the culture here, even though we are a remote organisation, because it feels inclusive and open to everyone. "

Staff member working for The AAT



Person Specification

Experience and Knowledge

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.



Projects you will be leading on in the next year include:

In addition to managing the day to day, business as usual workstreams, there are some exciting projects taking place next year which you will lead on. These 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.*
- *In line with our ED&I consultant, creating a plan to reach underserved communities affected by aplastic anaemia.*
- *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.*



How to apply

[Visit our website](#)



Please submit your CV and a supporting statement of no more than one side of A4 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.

You will receive an email asking you to complete our Equal Opportunities Monitoring Form. This information will be kept strictly confidential and separated from the rest of your application.

Please also visit our website, which has more information and feel free to contact Vicky at vburford@theaat.org.uk for an informal chat.

We would like to know:

- *What interests you about working for The Aplastic Anaemia Trust*
- *Any previous experience of charity sector work, or your other transferable experience.*
- *Any experience, skills or networks in relation to one or more of the following:*
 - *Programme management*
 - *Line management*
 - *Stakeholder relationship management*
 - *Working with Communities*
 - *Project improvement*



Recruitment process timeline

30th March

Deadline for applications

31st March / 1st April

Applicants will be longlisted

3rd / 4th April

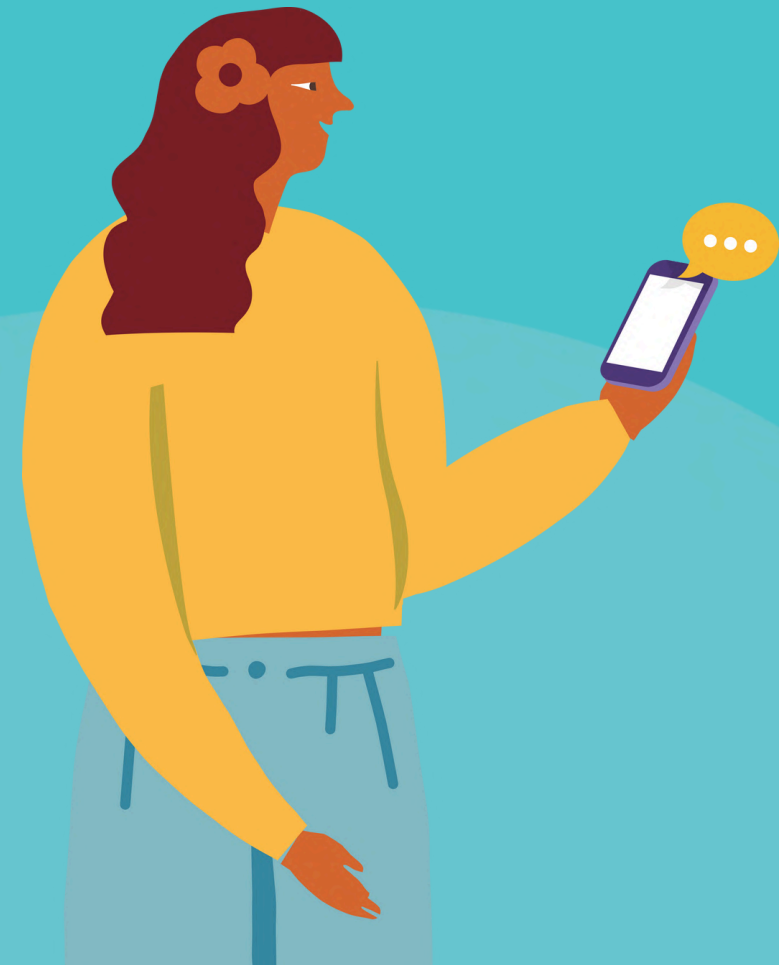
Informal interviews will take place via teams

9th / 10th April

Interviews will take place via teams

11th April

Candidate selected



Thank you for taking the time to read this recruitment pack

The AAT is committed to championing equality, diversity and inclusion. We believe our work is greatly enhanced by the varied backgrounds, experiences and views represented within our teams. We aim to create inclusive teams, celebrate differences and encourage everyone to join us and be their true self at work.

We therefore encourage applications from anyone who fits our values, whatever their religion or belief, sex, gender identity, race, age, sexuality or disability and are actively seeking candidates that can bring real innovation and commitment to us. We particularly value the insight that candidates with lived experience of aplastic anaemia bring to the organisation.

If you are interested in the role but aren't sure that you meet every single one of the criteria outlined, please do feel free to apply anyway. Few people can tick everything on an employers' wish-list and we are open to hearing from anyone who feels they have what it takes to lead the AAT.

Please read this pack in conjunction with the Job Description.

We look forward to hearing from you.



If you have questions about the role, or if you'd like to speak to Vicky about it, please email vburford@theaat.org.uk.

theaat.org.uk
Charity No: 1107539
Company No: 5174065