Veterans & Armed Forces Healthcare Service Project Manager

Fixed-Term Contract (12-18 months)
Reports to: CEO, RNOH Charity
Accountable to: Veterans Partnership Board
Location: Hybrid, with on-site presence at RNOH Stanmore and partner organisations as required (minimum weekly)
Salary: £57,528-£64,750 DOE (equivalent to NHS Band 8a)

Role Purpose
RNOH NHS Trust and RNOH Charity are seeking an experienced Project Manager to lead the foundation and mobilisation phase of the proposed Veterans & Armed Forces Healthcare Service.

Building on the outcome of the feasibility study and approved business plan, the postholder will be responsible for delivery of the implementation milestones and Key Performance Indicators (KPIs) of the service, translating the recommendations into a deliverable service model, co-ordinating stakeholders across the NHS, charitable and military sectors, and establishing the foundations for successful implementation and long-term sustainability.

The role requires a highly organised and credible programme leader who will act as the key link between the Trust, Charity and external partners, ensuring that strategic ambition is translated into practical delivery, sustainable partnerships and a launch-ready service.

Key Responsibilities

Programme Mobilisation and Delivery

- Lead delivery of the Foundation Phase programme
- Develop and manage the programme plan, milestones, risks and reporting arrangements
- Co-ordinate delivery across clinical, operational, governance and communications workstreams
- Ensure delivery against agreed KPIs, including objectives, timescales and implementation milestones
- Prepare reports and papers for the Partnership Board, Trust Board and Charity Board

Stakeholder and Partnership Management

- Act as the primary operational contact for key stakeholders and partners
- Develop productive relationships across NHS, charity, military and veterans' sectors
- Support development of partnership agreements and collaborative arrangements
- Co-ordinate engagement activities with key organisations including Defence Medical Welfare Service, Op RESTORE, Op COURAGE, Royal British Legion, SSAFA, Help for Heroes, King Edward VII Charity and NHS partners

Service Development and Implementation

- Support development of referral pathways, operational procedures and service standards
- Co-ordinate implementation of welfare, advocacy and patient navigation support services
- Work closely with clinical and operational leads to ensure launch readiness
- Support future business planning and sustainability development

Financial Management and Sustainability

- Monitor programme budgets and expenditure against agreed plans
- Work with Trust and Charity finance teams to track delivery against business plan assumptions
- Support development of financial forecasts, sustainability plans and future funding requirements
- Identify and manage financial risks and escalate significant issues appropriately

Governance, Performance and Evaluation

- Maintain programme governance, risk and assurance processes
- Monitor delivery against agreed KPIs and outcome measures
- Support service evaluation and impact reporting
- Ensure compliance with Trust and Charity governance requirements and delegated authority arrangements

Communications and Engagement

- Work with Trust and Charity communications teams to raise awareness of the service
- Support stakeholder engagement events and partnership forums
- Represent RNOH at relevant meetings and networks as required

Person Specification

Essential

- Significant experience delivering complex healthcare programmes, service developments or transformation projects
- Proven ability to work effectively in partnership operating models with senior stakeholders across multiple organisations including senior Trust and Charity Executives and senior clinical staff
- Strong programme and project management skills
- Experience developing partnerships and collaborative working arrangements
- Experience managing budgets and monitoring financial performance
- Experience preparing Board papers, reports and business cases
- Excellent organisational, communication and influencing skills
- Ability to manage multiple priorities in a complex environment
- Strong analytical and problem-solving skills
- Team leadership working across different staff groups and line management of staff
- Educated to graduate level or equivalent

Desirable

- Experience within the NHS, healthcare, charity or public sector
- Knowledge of veterans' healthcare and Armed Forces pathways
- Experience working with military, veterans' or third-sector organisations
- Experience supporting service mobilisation and implementation programmes
- Relevant project or programme management qualification (PRINCE2, MSP, APM or equivalent)
- Personal experience of military service or connection to the Armed Forces community

Personal Attributes

- Collaborative and relationship-focused
- Outcome-driven and resilient
- Comfortable working with ambiguity and change
- Credible and confident with senior stakeholders
- Committed to partnership working and service excellence
- Able to manage complexity and competing priorities
- Committed to improving outcomes for veterans and Armed Forces personnel