



Veteran Friendly Framework - Programme Support Officer

Candidate information pack



Introduction

Thank you for your interest in this new role, which will help support the roll out of our Veteran Friendly Framework designed to support veterans and their partners living in care homes across England.

Of the 14,000 care homes in the country, fewer than 20 offer specific support to those who have served in the UK Armed Forces. Most veterans live in 'civilian' care homes, that may not fully appreciate the social, emotional, or physical needs of veterans and their partners.

We know that military service is a key element of a person's history; it shapes their views, affects their families, and particularly impacts on their physical and mental health. We estimate there are over 25,000 veterans living in residential social care. With the introduction in 2012 of The Armed Forces Covenant, now enshrined by law in the Armed Forces Bill, all NHS providers and local authorities must meet the requirements of this legislation. The Veteran Friendly Framework supports care homes in doing this.

We are looking for an experienced Project Support Officer to support the delivery of this project, working with care providers and national associations, local government, and the NHS. You will be part of a dynamic team developing a sustainable national programme that will deliver for veterans and their partners over the long term.

If this is you, then I very much look forward to receiving your application.

Kathryn Glass

Veteran friendly Framework Programme Lead

The role at a glance

Title: **Veteran Friendly Framework
Project Support Officer**
2-year fixed term

Reports to: VFF Programme Lead

Salary: £28,500

Location: Remote working

Contract: 2-year fixed term

Employer: Royal Star & Garter

More information:
vff@starandgarter.org

Job description

Royal Star & Garter (RSG) is working in partnership with Royal British Legion (RBL) and the Veterans Covenant Healthcare Alliance (VCHA) to deliver a Veteran Friendly Framework (VFF) for residential care and nursing homes across England. With over 25,000 veterans and their partners living in care homes that do not have a military focus, there is huge potential to use the VFF to make a difference to their wellbeing, social connections, and quality of life.

You will support care home providers nationally to achieve VFF status by enabling efficient programme administration, effective information sharing, reliable performance monitoring in the delivery of best practice in support of veterans and their partners to ensure that those who have served in the Armed Forces, whether regular or reserves can access appropriate services.

- Deliver on the VFF programme plan and milestones and report regularly against agreed performance indicators and targets
- Ensuring a high standard of work supporting the delivery of the programme to time, to appropriate quality standards, and in a cost-effective manner.
- Maintain the programme's contact databases; and act as a contact point for enquiring and accredited organisations, providing guidance, support and training as required.
- Support identified care homes and groups of care providers to engage with and participate in the programme
- Identify best practice to be shared across the programme.
- Work with stakeholders and build rapport with local/regional statutory services for the Armed Forces community.
- Support the Head of VFF on the overall delivery of the programme, including attending meetings and taking minutes/notes as needed.
- Contribute to the development of the programme's processes, resources and training materials to ensure the framework's continuous improvement
- Undertake relevant research and scoping to support the potential development of the VFF into new areas working effectively with the Head of the VFF and colleagues in the care and wellbeing teams.
- Any other reasonable management requests.

To apply

Send your CV and a covering statement of no more than two sides explaining your interest in the role and how you meet the person specification (next page) to: vff@starandgarter.org

Job description - continued

Key relationships

- VFF team and wider supporter engagement team
- Care home staff/management teams
- Local authorities
- Local/regional statutory services for the Armed Forces community
- Any other support services identified during the programme delivery
- Colleagues in the marketing & communications team and wider supporter engagement department.

Working pattern

- Full-time (35 hours per week with compressed working available). This role will be home based but will require flexible working in terms of location and pattern. Occasional evening and weekend work will be required.

We are a values-based organisation and strive to demonstrate our values in all we do:

With love: We carry out our work with love, care and compassion

Living positively: We are optimistic in everything we do supporting veterans & their partners in leading happy and 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

Care with courage: We are not afraid to do what is right and what is needed

Person specification



Essential skills and experience

- Excellent communication, interpersonal and customer-facing skills with all levels of a workforce.
- Excellent IT skills including use of Microsoft 365 and Teams to facilitate online meetings
- Able to self-motivate, to motivate other and to manage own workload effectively.
- Confident working remotely and collaborating with geographically dispersed teams.
- Ability to travel independently as part of the national programme scope.

Desirable skills and experience

- Experiences of working in social care and being in a public facing role
- Understanding of and/or connections to Armed Forces community.
- Understanding of charity sector.

Behaviours and characteristics

- Flexible, able to work independently and a patient “can-do” approach
- Able to use own initiative effectively for the best outcome of the programme
- Committed to our mission, values and to enabling outstanding care for veterans



Conditions of employment



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

- Satisfactory references covering the last 5 years 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

Offer



We offer a generous package

- Salary of £28,500 per annum.
- Full-time (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)
- 2 months full occupational sick pay, 1 month half pay before statutory sick pay