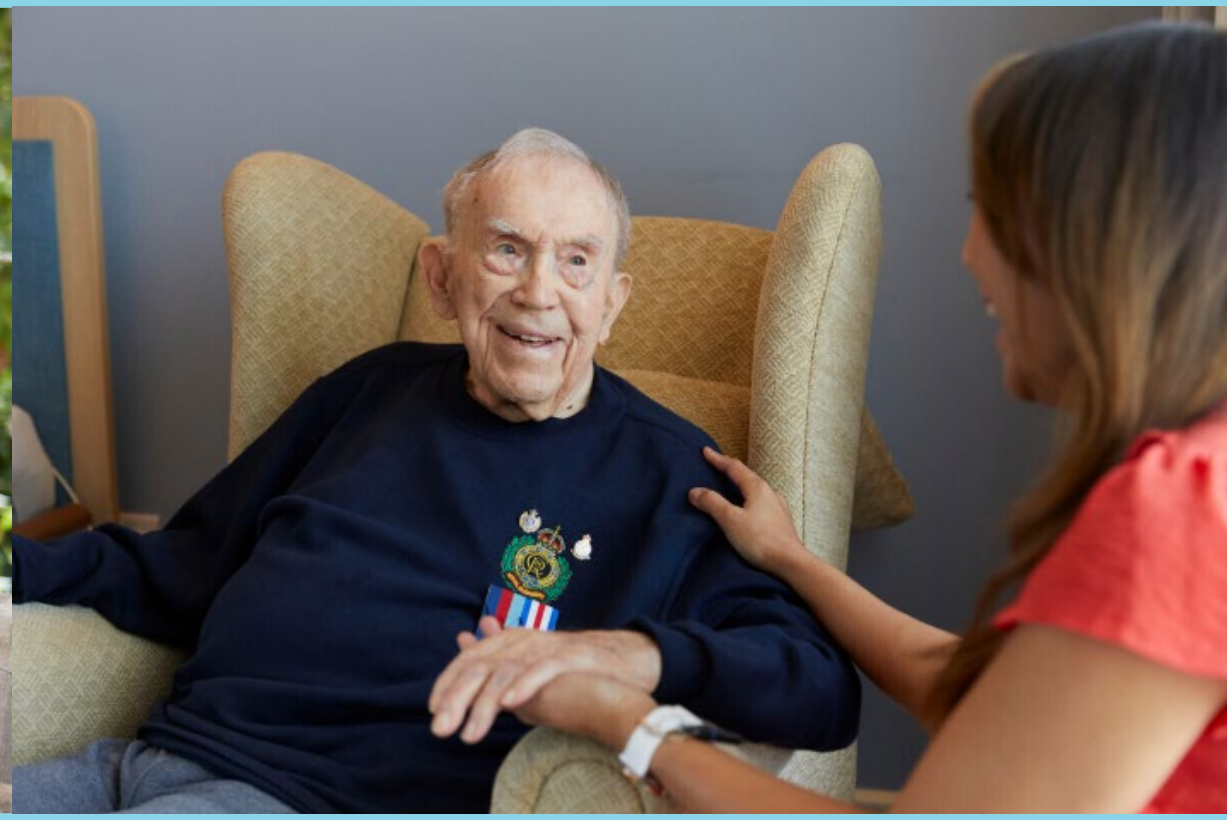
Royal Star & Garter

Care with courage





Strategy Project Manager– Central Services

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 deliver our 10-year strategy. Through it we will enhance the services we provide to our beneficiaries, develop our homes, and expand our care beyond our homes into the community.

As Strategy Project Manager, you will turn plans into delivery. You will manage a range of strategy projects, keeping plans, risks and dependencies on track and bringing together the right people at the right time. Working with the PMO Lead, you will help make sure our project governance is clear, proportionate and genuinely useful to the teams doing the work. You will be confident working with colleagues at every level, from frontline staff to the Executive team, and skilled at bringing people with you.

The values that Royal Star & Garter holds are integral to everything we do, and we expect staff to uphold them. In this role, they will guide how we build new services and work across our homes and community services.
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 is also designed to support our staff.

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

The role at a glance

Title: Strategy Project Manager

Location: Remote working

Reports to: PMO Lead

Hours: 35 hours per week

Salary: £40,000

Job description

Purpose

You will manage a portfolio of strategy projects from start-up to handover into business as usual. Your first focus will be our new community services, which are launching across several locations. You will make sure each project has what it needs to succeed: a clear plan, a well-kept RAID log, the right people in the room, and honest reporting.

Working closely and supporting the PMO Lead, you will help embed our project guidelines, gated approvals and risk management framework. Your aim is to keep governance proportionate, so that it helps teams deliver rather than slowing them down.

Key responsibilities

Project delivery

- Manage several strategy projects and workstreams at once, keeping plans, milestones and dependencies up to date.
- Produce and maintain project documentation in line with our project guidelines, including project initiation documents, plans and evaluation measures. Subject experts review the documents rather than having to write them.
- Coordinate the support projects need from other teams, such as communications and marketing, HR, IT, finance and estates, so that dependencies are agreed early and tracked.
- Pick up cross-cutting pieces of work as priorities develop, for example closing policy gaps by writing or commissioning policies.

Governance, risk and assurance

- Set up and maintain RAID logs (risks, assumptions, issues and dependencies) for your projects, keeping owners engaged and escalating through the risk management framework.
- Organise project and programme boards: prepare agendas and papers, and track actions and decisions.

To apply

Send your CV and a covering letter (no more than two sides) outlining how you meet the person specification to: centralservices.jobs@starandgarter.org

Please include any paid or voluntary experience that you think might be relevant and ensure that you tell us what you will bring to the role.

Job description - continued

Key responsibilities

- Prepare projects for gate reviews, from strategic fit assessment through to acceptance into business as usual.
- Make sure each project defines its output and outcome measures at the start, working with data and evaluation colleagues.
- Contribute updates to the monthly strategy checkpoint report.

People and relationships

- Build strong working relationships at every level, from frontline teams to directors, the executive team and trustees.
- Bring people with you. Help colleagues who are new to project working understand what is needed and why, using simple tools and plain language.
- Run effective meetings and workshops, and challenge with tact when deadlines or commitments are at risk.

Supporting the PMO

- Support the PMO Lead in rolling out and reviewing our frameworks, templates and regular review cycles.
- Give an honest view of delivery capacity, flagging early when the workload is more than the team can absorb.

Key Relationships

PMO Lead; senior responsible owners (SROs) and directors; the Assistant Director of Community Services and service leads; home managers; communications and marketing; clinical governance; finance; HR; data and evaluation colleagues; external partners where relevant.

Person specification

	Essential	Desirable
Experience	• Managing several projects at the same time from start to finish, ideally within a change or transformation programme • Running project governance: plans, RAID logs, boards, stage gates and reporting • Working with stakeholders from frontline staff to senior leaders • Comfortable with both waterfall and agile project management methodologies	• Setting up new services or operations • Health, social care, charity or public sector experience
Qualifications	• A recognised project management qualification, such as PRINCE2 Practitioner or APM PMQ, or equivalent	• Agile, MSP or change management qualification
Skills	• Excellent planning and organisation, with strong attention to detail • Clear, concise writing for papers, reports and plans • Confident facilitating meetings and workshops • Excellent working knowledge of Microsoft 365, especially Excel, Teams and PowerPoint • Sound judgement about how much governance a piece of work needs	• Experience with project tools such as Planner, Monday and the like.
Personal qualities	• Smart, curious and versatile: comfortable moving between projects and levels of detail • Confident but kind, with the ability to bring people on board and build trust • Calm under pressure, and honest and constructive about risks and problems • Takes ownership and follows through	
Other	• Mostly remote with occasional travel.	



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

- Salary of £40000
- 35 hours per week
- Equivalent of 5 weeks holiday per annum plus bank holidays (pro-rata for part-time)
- 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

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

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/respite care
- End of life care
- Day care
- Lunch Clubs
- Telephone Friendship Service

About us

Our future

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

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

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.

Inspected and rated Good CareQuality Commission

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, occupational therapists and speech and language therapists who offer hands-on support with warmth and encouragement.

Inspected and rated Good CareQuality Commission