



JOB DESCRIPTION

Title of Post: Project Manager
Hours: Full-time
Salary: £45,000 to £50,000
Line Managed by: Chief Executive of EAC
Responsible to: Project Management Group

PURPOSE OF POST:

- To ensure the effective delivery of a national information and advice service to older people and their representatives on issues relating to their care and housing needs.
- To manage the development of all components of the national web-based and telephone information and advice service
- To manage the development of the service in London and the South East in the first year, to 50% of the country in year 2 and across England in year 3, aiming for a UK wide service in year 4.

JOB RESPONSIBILITIES

1. Produce and monitor a project plan for the development of the service
2. Progress chase, and ensure those delivering services or goods for the service, deliver on time and at agreed cost
3. Market the service in the region(s)
4. Act as co-ordinator between partner organisations
5. Produce and review monthly performance management information
6. Keep financial records and monitor the budget for the service
7. Liaise with contractors and funders and provide monitoring information and reports as required
8. Monitor performance against contracts and targets and address any issues identified
9. Provide the Project Management Group with quarterly performance management and financial management information
10. Service and report to the Project Management Group and Chair the Operations Management Group

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11. Ensure the effective communication of the brand throughout the First Stop Care Advice service
12. Ensure that up to date, quality information and advice is provided to users via the web and telephone based services
13. Ensure that partner organisations deliver to the service standards and service specification agreed
14. Develop and monitor systems and procedures to ensure the effective delivery of the service and address issues of non-performance
15. Ensure that staff delivering the service receive training on systems and procedures and on subject areas impacting on older people and their care needs
16. Obtain users' views of the service to inform service development
17. Liaise with policymakers and key stakeholders, identify and progress opportunities for developing the service, including fundraising for the service
18. Ensure the service complies with legislation and regulation
19. Build and develop a team, recruit and manage staff as required
20. Develop the managerial structure of the service
21. Attend meetings and travel to regions as required
22. Carry out any other duties commensurate with the post.