

Candidate Information Pack: Project Manager (Rethinking Pain)



Scan or follow link
to complete our
application form:



Application for employment with
Keighley Healthy Living - Project
Manager (Rethinking Pain) – Fill in form



Keighley Healthy Living
13 Scott Street, Keighley, BD21 2JH

About KHL

KHL is a charity that provides inclusive opportunities to improve the physical and mental health and wellbeing of people living in our local community. We are proud to be rooted in the heart of Keighley, West Yorkshire and our centre offers a friendly, welcoming and accessible space for personal growth and building connections.

We deliver a wide range of projects across Keighley and the wider Bradford district, shaped by local health and social priorities. Our weekly timetable provides over 40 groups and classes, alongside personalised health and wellbeing coaching, one-to-one support, and signposting to local services.

We use local health data to create and deliver initiatives to meet the needs of the local community and to work towards achieving sustained change. We listen and understand the challenges our communities face, and build on their strengths to create meaningful impact.

Alongside our day-to-day delivery of activities, we work in partnership with a variety of other organisations, including local authorities, GP practices, NHS services and charities.

We aim to...



Improve physical and mental health and wellbeing



Reduce social isolation and loneliness



Facilitate a strong integrated community



Address health inequalities by working collaboratively



Support and advocate for an integrated health system

Our vision

Building healthier and stronger communities together.

Our values

KHL are understanding

We care about those around us and can empathise.

KHL are flexible

We adapt to those around us to make an impact on people's lives.

KHL think creatively

We innovate and progress with originality.

KHL work with others

We collaborate to create networks and broaden opportunities for all.

KHL put people first

People and the community make up the heart of KHL. We are open and accessible to all.



About the Rethinking Pain project



Rethinking Pain is a community-based service for adults living with long-term pain in the Bradford and Craven area. The Rethinking pain team work one-to-one and in groups to connect people living with persistent pain to appropriate pain information, including education, support and community-based activities.

Our approach is designed to support people's physical, mental, social and environmental needs. While understanding the individual's preferences and circumstances, to help them manage their pain better day-to-day, with potential to improve their quality of life.

As the Project Manager, you will play a key role in shaping and driving this work forward, linking clinical and community care. You'll lead a dedicated team, strengthen partnerships, ensure high-quality delivery, and help transform how people manage persistent pain.

If you're an organised, compassionate leader who thrives in community settings and wants to contribute to an innovative, person-centred project, we'd love to hear from you.



Job Title: Project Manager (Rethinking Pain)

Hours of work:	28 to 35 hours per week Monday to Friday between 08:30 and 18:00 (excluding a lunch break) but with some flexibility. (Preferred working days Monday and Friday, open to discussion)
Salary:	£37,280- 39,152 (35 hours FTE) pro rata
Responsible to:	Melanie Hey, CEO
Responsible for:	Rethinking Pain team
Holiday entitlement:	36 days per annum pro-rata including 8 bank holidays
Location:	13 Scott Street, Keighley, BD21 2JH
Start date:	ASAP

Job Purpose

Rethinking Pain is a community-based service for adults living with long-term pain, enabling people in the Bradford and Craven area to better manage pain through understanding exercise, sleep, diet and more. After three years of proven success, this project is now entering a new, exciting phase of optimisation.

About the role

We are seeking a Project Manager to lead the development, implementation, coordination and management of the Rethinking Pain Programme. Oversee the project monitoring systems to measure outcomes and evaluate project impact. In a small, dynamic team, your purpose is to provide the structure and discipline needed to turn strategic goals into tangible community impact.

Key Objectives of the Post

- To oversee service delivery and management of the Rethinking Pain programme across Bradford and Craven.
- To work professionally with key partners, and other organisations, to develop and maintain strong partnerships and referral pathways, promoting the benefits of joint working practices and where appropriate embedding some programmes sustainably.
- To play an active role in horizon scanning to identify and secure additional funding for Rethinking Pain activities to support and stabilise the programme.
- To represent KHL and the Rethinking Pain programme on relevant health boards and at meetings.
- To implement and develop robust monitoring tools to ensure outcomes, impact and learning can be collated, reported and shared.
- To work proactively to ensure that KHL's ways of working and the Rethinking Pain programme are accessible and that diversity and inclusion practices are considered and implemented throughout.

Project Management

- To enhance the KHL vision, aims and objectives with strategic oversight, alongside the CEO.
- To enhance systems and processes alongside the Rethinking Pain team.
- To support budget management alongside the CEO and Finance Manager.
- To maintain effective relationships with key Commissioners, funders and key partners
- To work with the Communications Officer to promote resources and impact of the Rethinking Pain programme
- To develop high level/quality presentations and present these at local events as and when required.
- To ensure all projects are delivered in line with local and national guidance and local need, and meet Rethinking Pain outcomes, supported by the RP clinical team.
- To have oversight of all Rethinking Pain associated partner projects, implement service levels agreements and ensure SLA requirements are being met.
- To manage the partnerships with GPs, primary care and the RP clinical teams, managing the relationship with the PCNs, including clinical directors when appropriate.
- To ensure all communications, design and resources are in line with KHL branding guidelines.

Monitoring, Evaluation and Funding

- To oversee the monitoring process for the Rethinking Pain programme.
- To implement evaluation processes for each project to measure impact and effectiveness.
- To bring co-design practices into our evaluation methods, to be inventive and current in identifying accessible ways of demonstrating impact for the individual and groups we work with.
- To identify, input and support Rethinking Pain funding applications, identified by KHL CEO, as appropriate.

Partnerships

- To work with key KHL partners such as HALE as part of the Rethinking Pain programme.
- To work with commissioners, funders, key organisations and academic partners, such as Leeds Beckett University, to manage workstreams, ensure project requirements are met and build strong relationships for future funding/development.
- To build and maintain partnerships both locally and district wide, supporting system change between the VCS and statutory health.
- To convene and Chair the Rethinking Pain steering group and attend appropriate partnership meetings to represent the Rethinking Pain programme.
- To be proactive in developing relationships and partnerships that meet KHL's strategic objectives.
- To be inclusive and embrace the diversity of our community.
- To work in partnership and collaboratively with other teams in KHL and where relevant align projects and workstreams.

Line Management

- Responsible for leading and supporting a team of Health Coaches to deliver high quality efficient coaching
- To line manage agreed KHL staff and freelance workers.
- To attend KHL staff meetings, 1:1's, project planning meetings and support the wider KHL team management meetings.
- Ensure staff policies and procedures are adhered to.
- Manage volunteers, students, sessional staff and apprentices
- Support recruitment of new employees/sessional staff
- Have oversight of communications and marketing materials, including filming and case studies
- Meet staff and leadership team regularly to ensure all systems are co-ordinated and joined up to work efficiently
- Be responsible for the training needs of the Rethinking Pain team.

Additional

- Promote the positive and professional ethos of KHL both internally and externally.
- Attend staff meetings, 1:1 meetings and other meetings at the request of the managers.
- Continually strive to improve service quality and bring added value to projects.
- Work as part of a team and develop positive relationships with colleagues.
- Generate and share ideas to develop and improve projects and administrative systems.
- Support and train volunteers and student placements.
- Carry out any additional duties as required or appropriate to the post and grade.
- Undertake relevant training to maintain and update your skills and knowledge within your job role and keep a record of training undertaken as agreed with your line manager.

This is not a final and complete statement of the duties attached to this post which may need to be amended from time to time in accordance with the changing needs of the organisation. KHL expect all staff to have a can-do attitude/employ a hands-on approach in terms of the centre and its projects, which from time to time may mean stepping in to help wherever help is needed. You will be asked about your ability to do this at interview.



Ideal Candidate

Attribute	Essential Criteria	Desirable Criteria	How Identified
Qualifications	<ul style="list-style-type: none"> • Educated to degree level or above (or equivalent) • Evidence of ongoing professional development 	<ul style="list-style-type: none"> • Project or Programme Management qualification • Relevant professional qualification 	Application Form
Specialist Knowledge/ Experience	<ul style="list-style-type: none"> • Leadership and developmental management in an organisation. • Three years' experience in or with a voluntary sector organisation or health care setting. • Experience of project management and delivery of contracts • Experience of delivering health and wellbeing projects or similar • Successful bid writing and/or fundraising skills. • Experience of impact and outcome measurements • Experience of working in partnerships • Experience of ensuring safety and quality management. • Confident managing, storing and utilising data (e.g. participant data, event feedback data, etc.) • Experience of staff management and following HR guidance • Ability to demonstrate an understanding of and implementation of Equal Opportunities policies. 	<ul style="list-style-type: none"> • Experience of coaching/counselling techniques • Systems development and change management • Can evidence delivery of projects to time, cost and quality 	Application Form Interview/ Presentation
Practical & Intellectual Skills	<ul style="list-style-type: none"> • Experience building and managing relationships with external partners, and with people at different levels of an organisation • Team player able to promote collaborative, inclusive working. • Ability to work within an experienced team demonstrating agility and autonomy 	<ul style="list-style-type: none"> • Able to scrutinise financial information with understanding. 	Application/ Form Interview

Ideal Candidate

Attribute	Essential Criteria	Desirable Criteria	How Identified
<p>Practical & Intellectual Skills</p>	<ul style="list-style-type: none"> • Excellent communication and presentation skills. • Able to analyse, interpret, report on and use complex data. • Able to take the initiative, be creative, proactive and flexible in a range of situations. • Personal resilience and an ability to recognise own support needs 	<ul style="list-style-type: none"> • Extensive people management skills, including in challenging situations. • Comfortable presenting to external boards/partners 	<p>Application Form/Interview</p>
<p>Disposition, Attitude, Judgement</p>	<ul style="list-style-type: none"> • An inclusive approach which welcomes and relates to people from many different backgrounds. • Positive attitude towards those with health and wellbeing needs and those in crisis and the ability to respect and value people. • Ability to work effectively and make good use of time and resources. • Resilient and able to cope with pressure to meet deadlines. • A forward thinker 		<p>Application Form/ Interview</p>
<p>Other</p>	<ul style="list-style-type: none"> • Willingness to undertake a basic Disclosure and Barring Service (DBS) check • Ability to travel around the area in accordance with work requirements • Flexible approach to working hours (including occasional evenings and weekends) • Must be eligible to work in the UK 		<p>Application Form/ Interview</p>

Additional information

Rehabilitation of Offenders Act 1994 (Exceptions) Order 1995:

Because of the nature of the work, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1994 (Exceptions) Order 1995. Applicants for posts are not entitled to withhold information about convictions which for other purposes are “spent” under the provisions of the Act and in the event of employment any failure to disclose such convictions could result in disciplinary action or dismissal by (HALE). Any information given will be completely confidential and will be considered only in relation to an applicant of a position to which the order applies.

Health & Safety:

Work within and implement the Health and Safety Policy and Procedures of KHL having regard to the duty of care to avoid injury to yourself and others. The post holder will take all reasonable steps to ensure the safety of volunteers and service users and will liaise with the Board of Trustees on issues affecting health and safety.

Equal Opportunities:

Work within and implement the Equal Opportunities Policy and Procedures of KHL.

Confidentiality:

Ensure that information relating to participants remains confidential in line with KHL’s Confidentiality Policy.

Environmental Responsibility:

All post holders are required to carry out their duties in line with the Environmental Policy of KHL

Safeguarding:

To report any safeguarding issues to a KHL Manager as soon as is possible and in line with the KHL Safeguarding Adults Policy and the KHL Child Protection and Safeguarding Children’s Policy. To complete or provide a DBS check (Disclosure and Barring Service), formally called CRB in-line with the DBS regulation.

How to apply...

**Scan or follow link
to complete our
application form:**



**Application for employment with
Keighley Healthy Living - Project
Manager (Rethinking Pain) – Fill in form**

**For more information,
contact us:**



01535 677177



admin@khl.org.uk



www.khl.org.uk