

# Progress Manager

## About AutonoMe

AutonoMe is an ambitious South West based startup using a technology platform to make huge strides to improve the lives of vulnerable Children and Adults across the UK. At AutonoMe you'll find a team of people who are deeply knowledgeable and passionate about our destination, working with individual autonomy and a shared purpose.

Our users love how AutonoMe helps them make progress towards independence by delivering video content and notifications to support them through everyday activities on their smart devices, wherever and whenever they need. Our clients use our data to understand their users' outcomes to ensure vulnerable people are getting the right support at the right time.

## About the Role

Reporting to the Chief Executive, your role will evolve over time but we expect:

- You will be very hands-on working closely with Senior Leadership and the rest of the Progress team regularly updating management on the progress your users are making.
- You will be responsible for managing a number of clients, vulnerable users and key partners.
- You will be provided with guidance of how to effectively manage these relationships while being given the freedom to bring your own thoughts, experience and skills to develop the role in the way you believe fits your clients, users and our growing ambitions.
- You will work closely with your key stakeholders to utilise AutonoMe as part of their care delivery and promote externally to the wider community.
- You will manage and evaluate your client and user data across the platform on a regular basis in line with your KPI's.
- You will devise and deliver training to users and key stakeholders both virtually and in person.
- You will be required to travel to head office (Bristol) at least once a quarter.
- Identify and advocate for additional resources where you need them to do your job.
- Work closely with your line manager and the rest of the Progress team, sharing good practice, feeding your expertise and experience into the overall operational strategy.
- At times you will work with the Director of Development and Video Production manager on features and videos that can improve user experience and further their progress
- To be proactive in overcoming challenges our clients and users face considering how AutonoMe can address these challenges.
- You will actively partake in your Social Care community, attending exhibitions, networking events, delivering presentations and hosting meetings.
- Recognise how your role is growing in the organisation and the adaptable skills you require to be successful and seek out professional development opportunities to further your skill set including internal and external training opportunities.

- You will regularly analyse and evaluate client and user data, collating this information into actionable understandable feedback to your clients and key partners.

## About you

Our ideal candidate will:

- Share our passion for improving the lives of vulnerable people.
- Proactively utilise AutonoMe to help your vulnerable users overcome challenges
- Display excellent social skills, empathy and interpersonal skills.
- Understand what it means to be part of a community and how to actively engage in one.
- Enjoy working independently but also want to be part of a mixed-discipline team.
- Demonstrate a level of competence and knowledge in using smart devices and modern business tools such as Slack, Microsoft Teams, Gmail, spreadsheets and more.
- Demonstrate experience of breaking down large deliverables from an overarching strategy into technical tasks, planning them, implementing them, embedding them into practice and supporting them then reviewing them on an ongoing basis.
- Prefer to work in a startup environment where you're comfortable with rapid change.
- Enjoy working with a great deal of autonomy being able to manage your own time effectively.
- Have the people skills to work alongside our progress team.
- Have a full clean driving license and be comfortable with travel.

## What we offer

- The opportunity to make a positive impact on the lives of vulnerable people.
- A highly competitive salary with travel expenses.
- All-electronic internal system giving you flexibility around hours and locations.
- Input to the operational strategy and how solutions are engineered.
- The opportunity to be part of a dynamic, enthusiastic and adventurous team.
- Join an ambitious growing business with career progress opportunities.
- Company laptop providing opportunity to combine remote and office based working

## Applications

Please send your CV and an overview of your interest in the role to [careers@autono.me.uk](mailto:careers@autono.me.uk)

AutonoMe is an equal opportunity employer and value diversity in our company. We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status, or disability status.

Want to make a difference? Email your application to [careers@autono.me.uk](mailto:careers@autono.me.uk)