

Role Profile

Part A - Grade & Structure Information

Job Family Code	13BF	Role Title	Made Smarter - Strategic Programme Manager (12month FTC)
Grade	PS13	Reports to (role title)	Head of Economy and Growth - Operations
		Directorate/School	Place
JE Band	614-734	Service/Department	Economy & Growth
		Date Role Profile was created	Jan-25

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The Strategic Programme Manager will be responsible for the successful operational delivery of the Made Smarter Adoption South East Programme which aims to support small and medium sized manufacturing enterprises prosper through the adoption of innovation and new digital technology. This is a Department of Business and Trade programme involving direct business advice and support, learning and development support, internships, and other components, all of which will be overseen by this role. The role involves strategic partnership management of regional partners across upper tier authorities; delivery of targets at pace; embedding systems and processes to manage programme commitments and pipeline; to report on programme performance and achievements; and to develop and deliver individual grant assisted projects.</p> <p>This role heads up the Programme Delivery Team, which is made up of a Programme Support Officer, Technology Adoption Specialists, and Organisational Workforce Development Advisors; and a number of contracted services. The post reports into the MSA Steering Group, Grants Panel, and Surrey County Council, as the Accountable Body for the South East region.</p> <p>The role will oversee the delivery of the programme across the whole South East region, promoting it to businesses, partners (including from the education and knowledge sector), businesses representative organisations and networks, and intermediaries.</p> <p>The post is up to a 12-month fixed term contract, with the possibility for extension subject to ongoing Made Smarter Adoption funding into 2026/27 and beyond.</p>
Work Context	<p>This post is responsible for directly managing the Programme Delivery Team and ensuring the successful delivery of the Made Smarter Adoption Programme's Key Performance Indicators, working proactively to ensure manufacturing SMEs across the region are engaged and supported appropriately in line with the Regional Delivery Plan.</p> <p>You will ensure the programme and regional partners maintain alignment with these agreed principles:</p> <ul style="list-style-type: none"> •Additionality: Provide support which is specialist and unique, and is therefore additional, complementary, and recognisant of existing provision •Efficient Delivery: Deliver high quality technology adoption support to an agreed number of manufacturing SMEs in the region, maximising existing business support mechanisms and providing a coordinated offer •Impact, Learn and Showcase: Ensure Year 1 pilot enables positive outcomes whilst capturing key lessons to inform future interventions aligned to national policy, at the same time recognising that significant outcomes for the region will be longer-term •Geographically Fair and Transparent: Fair and equitable access across the region, supported by regular monitoring of geographical engagement, but with a focus on supporting SMEs best placed for IDT adoption Engaging with applicant SMEs (via a mixture of desk research, telephone/virtual communication and email) in order to assess their eligibility and suitability for further support. <p>Your team will be working together strategically across the South East geography to engage and support businesses through the programme. This geography encompasses the following Upper Tier Authority (UTA) areas: Berkshire, Brighton, Buckinghamshire, East Sussex, Hampshire, Kent, Medway, Oxfordshire, Solent (incorporating the Isle of Wight, Portsmouth and Southampton), Surrey, and West Sussex.</p> <p>In line with cross team working practices, the post holder will be required to attend team anchor days once a week at Woodhatch Place, Reigate. Your delivery team will be located across the South East region, with engagement between team members to be organised at your discretion. Regular travel across the region will be required.</p>
Line management responsibility if applicable	The postholder will have responsibility for external and internal stakeholder management and will manage a team of up to 10 direct reports. Contract management will also apply.
Budget responsibility if applicable	The postholder will hold budget planning responsibilities for up to £3m.

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Identify issues and trends that may have an impact in their area of responsibility to enable appropriate action to be taken. • Lead the development of policy in own area of specialism, contributing to the delivery of organisational objectives. <p>Service Delivery</p> <ul style="list-style-type: none"> • Evaluate existing service provision taking account of feedback and broader external developments, to ensure innovative solutions are proposed to maximise service quality, efficiency and continuity. • Apply specialist expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards. • Drive change and embed new ways of working to ensure high quality service delivery and value for money. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Develop and ensure implementation of operational plans and play a key role in the formulation of strategic longer term plans for a broader functional area to fit broader functional and organisational strategy. • Lead major programmes and reviews and represent the business area in internal and/or external initiatives to enhance reputation and service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Manage allocated budget/resources/funding effectively and flexibly and control all related expenditure to ensure delivery of targets/objectives within budget. • Contribute to resource and budget planning within own area. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise internally and externally at senior levels to ensure the department/service issues are appropriately represented and acted upon. • Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies. <p>People Management</p> <ul style="list-style-type: none"> • Manage a group of staff across a function/service, or as a significant part of a multi-disciplined function to ensure all relevant annual organisational targets and goals are delivered within budgetary/resource constraints. • Lead, motivate and develop individuals using a coaching approach, to better meet current and future requirements. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Degree or equivalent professional qualification plus experience at management level in a specialist area in a demanding business environment. • Extensive knowledge of the principles of change management, project management and continuous improvement, and their practical application. • Authoritative knowledge of the work practices, processes and procedures relevant to the role including broader sector/commercial awareness. • Proven ability to manage budgets and available resources to deliver effective support to their area of responsibility. • Strong written and oral communication and interpersonal skills with high level negotiation and influencing skills, and the ability to work collaboratively with internal and external partners/professionals. • Comprehensive knowledge of computerised business systems. • Proven ability to inspire and motivate others. • Advanced problem solving and analytical skills with the capacity to devise and implement practical and creative solutions. • Proven ability to assess risks and benefits in a complex environment and respond appropriately. • Substantial experience in successful leading, motivating, coaching, mentoring and developing staff.

Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Essential</p> <ul style="list-style-type: none"> - Experience of partnership management at senior level and across the political landscape - Experience of managing a team of widely dispersed/remote working individuals - Experience and understanding of the business support ecosystem, preferably in an upper tier local authority setting - Experience leading teams to deliver quality outcomes in a fast paced, target driven operational environment - Excellent planning, organisational, communication, influencing and negotiation skills - Financial and contract management experience - Comprehensive project management and programme delivery experience, preferably within a public-private partnership context <p>Desirable</p> <ul style="list-style-type: none"> - A track record of delivering or managing business support programmes - Evidence of experience of working with senior management in the manufacturing sector, or other sectors, with product/service/process design and development expertise from conception to commercialisation - Experience of engaging with organisations related to the skills agenda, including HEIs, FE colleges and training organisations and supporting internship programmes - A good understanding of CRM systems - Accreditation by a business support body (for example, SFEDI) - Project management qualification (for example, PRINCE, PMI, APM qualifications) - Knowledge of data protection requirements (including GDPR)
Role Summary	<p>Roles at this level are substantial management roles, they are either managing a multi functional support service within one of the organisation's service areas, or coordinating a specific business development or advisory area.</p> <p>This may involve significant coordination of complex or diverse services, e.g. leading business support services to professional teams, or coordinating teams carrying out specialist advisory or administrative services. More specialised roles will require a full understanding of a professional or specialised field and will work with those both inside and outside the organisation, to influence the development of services or delivery of specific projects or organisational objectives. Their work includes developing and implementing operational plans and contributing to the longer term plans for the area in line with organisational strategy. They will provide overall guidance to more junior managers in terms of planning, service standards and resources which underpin service level agreements. They work closely with customers, staff, agencies and/or contractors to ensure that the services meet and exceed expectations. Roles at this level require extensive management experience and high level expertise. They exercise flexibility and independence for decision making within their particular functional area, working to broad parameters and policy guidance. Roles at this level are accountable for the professionalism of service delivery under their remit.</p>
Reference Number	<p style="text-align: center;">BM-2025-012</p>