

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>12BF</b>	<b>Role Title</b>	<b>Programme Manager – Technical Delivery (Tech Fundamentals)</b>
<b>Grade</b>	PS12	<b>Reports to (role title)</b>	<b>Enterprise Infrastructure Delivery Manager</b>
		<b>Directorate</b>	<b>IT&amp;D</b>
<b>JE Band</b>	519-613	<b>Service</b>	<b>LGR IT and Data Theme</b>
		<b>Team</b>	<b>Tech Fundamentals</b>
		<b>Date Role Profile was created</b>	<b>May-26</b>

## 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.

<b>Role Purpose</b> including key outputs	<p>To plan, coordinate and deliver the Tech Fundamentals workstream, comprising a number of complex and interdependent technical projects required to support organisational readiness for Vesting Day. The role applies robust programme management and governance disciplines to manage delivery, dependencies and risks, and coordinates technical requirements arising from across the wider programme to ensure alignment with agreed milestones.</p> <p>Lead the planning and delivery of the Tech Fundamentals workstream, maintaining integrated programme plans and coordinating activity across multiple technical projects.</p> <p>Apply programme governance controls including risk, issue, dependency and action management, ensuring information is accurate, up to date and escalated appropriately.</p> <p>Work collaboratively with Programme Managers, Workstream Leads and technical specialists to assess and incorporate technical requirements arising from other workstreams.</p> <p>Provide clear and concise programme reporting, highlighting progress, risks, issues and decisions required to maintain delivery momentum.</p> <p>Identify and manage risks that could impact delivery of technical foundations required for Vesting Day, escalating concerns to protect safe and legal Day One service provision.</p> <p>Support assurance activity by providing evidence of delivery progress and contributing to lessons learned and continuous improvement.</p>
<b>Work Context</b>	The role operates within the LGR programme and is focused on delivery of the Tech Fundamentals workstream, which consists of multiple interdependent technical projects. The postholder will work closely with Programme Managers, Workstream Leads and technical specialists across Surrey County Council and District and Borough councils to coordinate delivery activity, manage dependencies and support readiness for Vesting Day. The role works within established programme governance and reporting arrangements and does not hold strategic or portfolio-level accountability.
<b>Line management responsibility</b> if applicable	While there is no formal team management, the project manager could have project teams in excess of 50 team members across all projects running. This could include managing third party resources as part of the project. They will provide direction and escalation for these team members. They will also have a number of project managers within their portfolio where they will be required to offer coaching and development on project delivery.
<b>Budget responsibility</b> if applicable	The Projects assigned will have budget assigned, the total of these budgets will be between £1 - £3m. It will be the requirement of the programme manager to ensure these projects are delivered within the assigned budget.

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>Identify issues, trends and opportunities that may have an impact in their area of responsibility to enable appropriate action to be taken.</li> <li>Lead the development of policy in the own area of specialism, contributing to the delivery of organisational objectives.</li> </ul> <p>Service Delivery</p> <ul style="list-style-type: none"> <li>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.</li> <li>Apply specialist expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards.</li> <li>Drive change and embed new ways of working to ensure high quality service delivery and value for money.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>Develop and ensure implementation of operational plans and play a key role in the formulation of strategic longer term plans for the area to fit broader functional and organisational strategy.</li> <li>Lead major projects and reviews and represent the business area in internal and/or external initiatives to enhance reputation and service delivery.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>Manage allocated budget/resources/funding effectively and flexibly and control all related expenditure to ensure delivery of targets/objectives within budget.</li> <li>Contribute to resource and budget planning within own area.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>Liaise internally and externally at senior levels to establish service requirements and priorities and ensure the department/service issues are appropriately represented and acted upon.</li> <li>Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>Manage a group of staff across a function/service, or as a significant part of a wide function to ensure all relevant annual targets and goals are delivered within budgetary/resource constraints.</li> <li>Lead, motivate and develop individuals using a coaching approach, to better meet current and future requirements.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.  Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.  Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.  To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>Degree or equivalent professional qualification plus substantial experience at a senior management level in a specialist area.</li> <li>Knowledge of the principles of change management, project management and continuous improvement, and their practical application.</li> <li>Authoritative knowledge of the work practices, process and procedures relevant to the role including broader sector/commercial awareness.</li> <li>Ability to manage budgets and resources to deliver effective support to their area of responsibility.</li> <li>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.</li> <li>Comprehensive knowledge of computerised business systems.</li> <li>Understands how to inspire and motivate others.</li> <li>Advanced problem solving and analytical skills with the capacity to devise and implement innovative solutions for strategic change.</li> <li>Wide experience in successful leading, coaching, mentoring and developing of staff.</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<p>Knowledge, Skills and Experience – Essential</p> <p>Proven experience delivering complex programmes or workstreams with multiple dependencies.  Strong programme management capabilities, including planning, governance and risk management.  Ability to work effectively with technical specialists and understand delivery-level technical concepts sufficiently to coordinate work.  Experience of working across organisational and functional boundaries with a range of stakeholders.  Strong written and verbal communication skills, including the production of clear programme reports.</p> <p>Knowledge, Skills and Experience – Desirable</p> <p>Experience of working on large-scale transformation or reorganisation programmes.  Experience of delivering against fixed, non-movable milestones.</p>

<b>Role Summary</b>	<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. 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. They will provide overall guidance to more junior managers in terms of planning, service standards and resources which underpin service level agreements. Planning takes place over a one year horizon. 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 a significant degree of 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>
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