

Role Profile

Part A - Grade & Structure Information

Job Family Code	13RT	Role Title	Senior Programme Manager
Grade	PS13	Reports to (role title)	Head of Strategy and Engagement
		Directorate/School	Business Services
JE Band	614-734	Service / Department	IT & Digital
		Date Role Profile was created	28.01.2021

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	Plan and deliver complex and strategic IT business solutions across the Authority (typically requiring over 500 man days of project resources) to ensure the successful achievement of Digital and Transformational IT-related change initiatives across the Authority. Lead project teams, provide advice and consultancy on project management and business analysis, and ensure adherence to adopted Agile, Project Management and business analysis standards and so contribute to the continuous improvement of Solutions Delivery across the IT service. Represent IT & Digital at a senior level with Services in respect of Transformation Worksteams
Work Context	The Digital Design Sprints comprises a number of UX and UI, Business Analysts, and Solution Architects and digital consultants supported by a Project Support Team. The team is part of the Strategy and Engagement Group responsible for delivering major IT-business solutions across all services of the Authority. The post holder will typically be assigned full-time to the management of a major transformation programmes solution but on other occasions may be managing a number of concurrent smaller solutions. Delivery activities will include communication with senior officers across the transformation programmes, stakeholder engagement, business analysis, project management, procurement, solutions implementation, systems integration and major upgrades. PRINCE 2 is the basis of the project management processes used. The post holder will be responsible for supporting the promotion and deployment of PRINCE 2 principles across the IT service and in projects that they are delivering. ISEB is the industry standard business analysis methodology used by the team. Programme Managers are generally based in the Project Delivery Team area within IT & Digital but will temporarily be situated in other locations and work within other SCC services when this will assist the efficient running of the project. Major challenges include competing for scarce specialist resources, ensuring commitment of stakeholders, managing suppliers, accommodating changing within IT & Digital and SCC priorities, keeping within budget and resource constraints and dealing effectively with all levels of staff within services.
Line management responsibility if applicable	Line management of a small team working as an Agile delivery team, Project Leads or Project Support Officers. Will also contribute to the development of members of the team by advising on development opportunities, motivation techniques and other mentoring activities.
Budget responsibility if applicable	Management of project budgets up to approx. £10m. Management of ordering, invoicing, etc. of external suppliers and contractors that may run into many £m's
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Planning & Organising</p> <ul style="list-style-type: none"> Direct, manage and monitor the operation of an efficient and effective service ensuring the work of the team supports service objectives and that necessary resources are secured. Lead major projects and reviews within a defined area of work to optimise and enhance service delivery. <p>Policy & Compliance</p> <ul style="list-style-type: none"> Ensure legal, regulatory and policy compliance of relevant schemes/ initiatives. Contribute to and where appropriate lead the development of practical strategies, works programmes and service improvement in own area of specialism and monitor and control their implementation to manage and mitigate risks. <p>People and partnerships</p> <ul style="list-style-type: none"> Directly or matrix manage a diverse group of staff to ensure the successful delivery of a service. Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised. Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies. <p>Resources</p> <ul style="list-style-type: none"> Review the operations of the teams to identify improvements in systems, processes, procedures and working methods, and propose changes to secure greater efficiency and compliance. Monitor, analyse and manage delegated budgets, funding and resources in accordance with organisational policies and procedures. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> Analyse, interpret and evaluate relevant data applying judgment and technical expertise to identify risk, support the resolution of issues and support decision making. Through management and supervision ensure that appropriate record keeping is kept and risks and issues are identified and actions taken. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: Responsible for ensuring health and 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. . <u>To have regard to and comply with safeguarding policy and procedure as appropriate.</u></p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> Degree or equivalent professional qualification plus a relevant technical qualification or equivalent experience in the specialist area. Membership of an appropriate professional body may be required. Substantial experience working at a senior level in a relevant role. Authoritative knowledge of the legislation, regulations and technical requirements relevant to the role. Proven ability to manage budgets and resources. Proven ability to deliver technically complex programmes of work to deliver agreed outcomes and objectives. Comprehensive knowledge of computerised business systems. Excellent verbal and written communication and interpersonal skills with high level negotiation and influencing skills. Proven ability to work collaboratively with internal and external partners/professionals. 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.
Details of the specific qualifications and/or experience if required for the role in line with the above description	Registered PRINCE 2 Practitioner (or comparable recognised qualification)Excellent experience and skills in Agile development/Scrum management Evidence of continuous training and personal development Able to work flexibly in terms of working hours and location Extensive experience of using MS Project, or comparable project management tools for project planning and monitoring. Knowledge of methods and techniques to professionally negotiate and management of 3rd party suppliers to ensure their successful and timely contribution to the project
Role Summary	Roles at this level involve significant coordination of services of a technical or specialist nature and will typically engage with a range of agencies, internal and external partners. They will manage a professionally qualified team to deliver major technical projects and/regulatory services. They have a key role in regulatory assessment, decision and enforcement and require a high degree of technical/specialist knowledge and expertise which is used to exercise judgement and decision making in their area within broad parameters and policy guidance. Roles at this level are accountable for the professionalism of technical or regulatory services under their remit.
Reference Number	BM-2021-035