

Role Profile

Part A - Grade & Structure Information

Job Family Code	12BF	Role Title	Programme Manager
Grade	PS12	Reports to (role title)	Project Delivery Manager
		Directorate	Business Services
JE Band	519-613	Service	IT & Digital
		Team	Project Delivery Team
		Date Role Profile was created	1st March 2017

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 major IT-related change initiatives across the Authority. Lead teams, provide advice and consultancy on project management and business analysis, and ensure adherence to adopted 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 Project & Innovations
Work Context	The Project Delivery Team comprises a number of Project Managers, Senior Project Managers, Programme Managers, and Project Leads supported by a Project Support Team. The team is part of the Projects and Innovation 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 corporate business solution but on other occasions may be managing a number of concurrent smaller solutions. Delivery activities will include 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. Project 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 Project Managers, 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	Analysis, Reporting & Documentation - Identify issues, trends and opportunities that may have an impact in their area of responsibility to enable appropriate action to be taken. - Lead the development of policy in the own area of specialism, contributing to the delivery of organisational objectives. Service Delivery - 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. Planning & Organising - 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. - Lead major projects and reviews and represent the business area in internal and/or external initiatives to enhance reputation and service delivery. Finance/Resource Management - 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. Work with others - 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. - Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies. People Management - 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. - Lead, motivate and develop individuals using a coaching approach, to better meet current and future requirements. Duties for all 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: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree or equivalent professional qualification plus substantial experience at a senior management level in a specialist area. • Knowledge of the principles of change management, project management and continuous improvement, and their practical application. • Authoritative knowledge of the work practices, process and procedures relevant to the role including broader sector/commercial awareness. • Ability to manage budgets and 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. • Understands how to inspire and motivate others. • Advanced problem solving and analytical skills with the capacity to devise and implement innovative solutions for strategic change. • Wide experience in successful leading, coaching, mentoring and developing of staff.
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) 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 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.

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