

Role Profile

Part A - Grade & Structure Information

Job Family Code	12BF	Role Title	WorkWell Strategic Programme Manager
Grade	PS12	Reports to (role title)	Business Improvement Manager
JE Band	519-613	Directorate / School	Place
Date Role Profile was created	Apr-26	Service / Department	Economy and Growth
Agile	Information	DBS Requirement	Standard

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>This role holds overall responsibility for the oversight, management, governance and compliance of the multi-year DWP funded WorkWell programme covering the Surrey and Sussex ICB region. Working across NHS and local government organisations at all levels, this is a key senior strategic leadership role providing direction and coordination of stakeholders and local delivery partners to ensure a seamless coherent programme across the whole geography.</p> <p>In order to drive success, the postholder will be required to:</p> <ul style="list-style-type: none"> - Provide strong system leadership to support the successful delivery of the WorkWell programme across Surrey and Sussex, ensuring the programme is on time, on budget, delivering to target and expected quality standards. - Support ongoing learning, change management and quality improvement of the WorkWell programme. - Drive effective stakeholder engagement between the Surrey and Sussex Integrated Care Board (ICB) and the four Local Authorities, including convening the Strategic Programme Board and ensuring timely reporting to the ICB Exec Board. - Lead on performance management, reporting, risk management and budget management for the whole programme. - Act as the single point of contact for the programme with the Department of Work and Pensions (DWP), including actively engaging with National Support Team (NST) and cascading best practice and learning. - Ensure strong alignment of the WorkWell programme with ICB activities and the wider Supported Employment environment across Surrey and Sussex. - Provide expert advice and guidance based on best practice to the four delivery teams within the Local Authority partners on developing and delivering local programmes. - Ensure all required reporting is provided to the DWP including management information and financial reporting and to prepare for audits of the service by DWP. - Lead a small team of support staff undertaking triaging into the service and compliance checks of delivery.
Work Context	<p>Working closely with DWP to drive the successful delivery of WorkWell in Surrey and Sussex, this role operates in a complex senior and political environment. It will need to secure cross-geography local authority, NHS and partner agency support for the programme and influence the alignment of the programme within work and health objectives across the region in collaboration with the ICB and Local Authorities thereby driving successful target driven delivery.</p> <p>Surrey County Council has been appointed as the Local Accountable Body for the delivery of the national WorkWell programme across the Surrey and Sussex ICB area.</p> <p>WorkWell will support up to 11,000 individuals who are experiencing health challenges and barriers that put them at risk of losing work or who are out of work. The WorkWell Surrey and Sussex Strategic Programme Manager will be responsible for fulfilling our duty as Lead Accountable Body on behalf of Surrey and Sussex, ensuring the coordination of a cohesive programme of support across Surrey and Sussex, overseeing the delivery teams based in each of the 4 upper tier local authorities in the area. As the interface between the DWP and the delivery areas, the postholder will be responsible for ensuring the local programme is compliant, delivers value for money and is in line with best practice nationally. The role will oversee the governance of the programme and reporting on it to the funding body (DWP).</p> <p>The contractual base will be Woodhatch Place, Reigate. The role is hybrid with at least one day in Woodhatch (usually Tuesday), combined with regular attendance at meetings, community settings, workshops and events across the Surrey and Sussex geography, which will require regular travel across Surrey and Sussex.</p>
Line management responsibility if applicable	<p>1 FTE Compliance Officer 1 FTE Programme Support Officers</p>
Budget responsibility if applicable	<p>Overall responsibility for the delivery of the WorkWell budget of between £2.4m and £4m per year.</p>

<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, 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. <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 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. <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 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. <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 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. <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. 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. 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 practical and creative solutions. Wide experience in successful leading, coaching, mentoring and developing of staff.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<ul style="list-style-type: none"> Excellent understanding and experience of large scale programmes designed to tackle health related barriers to employment including within NHS and Local Authority systems. Demonstrable experience of influencing stakeholders across NHS and local government and overseeing large complex employment support and health related programmes in a target-driven environment. Experience of operating at a senior level within large complex, political environments. Experience of creating strong, co-designed front-line delivery programmes that draw on qualitative and quantitative evidence sources to deliver sustainable change. Ability to manage complex grant arrangements between multiple partners to budget, time and quality whilst managing the needs and responsiveness of local area needs. Budget and programme management experience preferably within a local authority or health care setting. Ability to travel around the Surrey and Sussex region and to attend meetings including out of working hours where required.
<p>Role Summary</p>	<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 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>

<p>Reference Number</p>	<p>BM-2026-193</p>
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