**JOB DESCRIPTION**

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| **JOB DETAILS** | | | |
| **Group: Corporate Leadership Team** | | | |
| **Post title: Programme Manager** | | | |
| **Post number:** | | | |
| **Post grade:** | | | |
| **Section: Transformation** | | | |
| **Responsible to: Head of Customer, Programmes and Performance** | | | |
| **Responsible for: Programme officers and project support officers.** | | | |
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| **MAIN PURPOSE OF JOB** | | | |
| This is a key senior role in the organisation, which is responsible for leading and managing a team of programme officers and project support officers to deliver transformational and corporate projects.  Sitting in the award-winning Transformation Team, this role will predominantly focus on transformation projects that are focused on digital change, customer experience, and cultural change.  The role will be critical in delivering change at pace across the entire council with a focus on innovation and partnership working to achieve the best outcomes we can for our residents and businesses.  As the council navigates the complexities of local government reorganisation, the postholder will play a pivotal role in shaping and implementing the transformation agenda, ensuring that operational changes align with the long-term vision.  The postholder will be responsible for working with senior leaders across the council to develop our programme approach, and to identify and deliver projects, ensuring that best practice tools and techniques are effectively deployed.  They will play a visible and impactful leadership role both inside and outside the organisation and with partners, with a shared focus on priority outcomes for communities and residents, and continual learning and improvement for the council. | | | |
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| **SPECIFIC DUTIES** | | | |
| **General**   * To lead and manage a team of programme officers and a project support officer, providing guidance, support, and direction as required. * To provide the operational management of the delivery, monitoring, and reporting of the council’s transformation and corporate projects. * To manage the end-to-end delivery of transformation and some corporate projects, ensuring they are delivered to the agreed time and cost, fit-for-purpose, and in line with our user-centred service design approach. * To ensure consistent communication with the team, and that there is agreement between services on project scope, and the project requirements are identified upfront. * To identify and support the delivery of efficiencies and improvements in services across the council - through the effective use of technology and cultural change. * To oversee and support programme officers on the financial project management of corporate projects. * To be the lead officer on ensuring funding pools for improvement projects are delivered in line with requirements.   **Team management**   * To motivate and engage the programme management team, fostering a positive, ‘can do’ and inclusive working environment. * To be responsible for developing an effective relationship between programme officers and the technical team in the Business Transformation Team. * To lead team meetings, ensuring effective communication and collaboration. * To set performance objectives and regularly review and evaluate the performance of team members, providing constructive feedback and identifying development needs.   **Programme management**   * To lead and co-ordinate the council’s portfolio of transformation and occasionally corporate projects, ensuring that all members of the project teams actively participate and understand their responsibilities to undertake tasks and meet deadlines. * To set project objectives that are consistent with the objectives of the council. * To coordinate/manage, monitor and report to chief officers’ group/leadership team, programme board and members, the status of the team’s improvement projects. * To identify improvement projects that can benefit from partnership working for the benefit of our residents and businesses. * To maintain and oversee the maintenance of project plans, carrying out critical path analysis, ensuring key tasks are identified and completed in order. * To co-ordinate/manage and, where appropriate, lead on individual projects - particularly in relation to service transformation, channel shift, customer experience and cultural change. * To apply robust project and financial management to individual projects, including funding spending, to ensure they are delivered on time, within budget and meet the project scope. * To work closely with senior management and members to identify efficiencies and improvements across service areas. * To continuously improve project delivery processes and methodologies, and identify and implement best practices. * To build constructive relationships with partner organisations, particularly within the Public Services Centre and other councils using our digital platform, to identify efficiencies and improvements, with emphasis upon customer focus and culture change. * To support organisational development programmes particularly around new ways of working, business change and channel shift. * To lead a culture change across the entire organisation focused on continuous improvement and user-centred service design. * To develop a plan to effectively communicate and engage with staff and councillors on any issues or updates on the council’s business transformation programme. | | | |
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| **ORGANISATIONAL CHART** | | | |
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| **KEY WORKING RELATIONSHIPS** | | | |
| Chief Officers Group  Leadership Team  Director Transformation  Associate Director IT, Digital and Cyber  Programme officers (x2) and project support officer | | | |
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| **RESOURCES** | | | |
| The role is responsible for the financial project management of corporate projects, ensuring they are delivered on time, within budget, and meet the project scope.  The post holder will be working with staff and members at all levels in respect of financial project management. He/she will be required to assist clients with the setting of the project budget. The post holder will be responsible for monitoring the budget and being accountable for ensuring effective spend of the project budget, which can be up to £500,000.  If there are any financial parameters set, they will ensure those parameters are achieved e.g. financial savings.  The post holder is also responsible for applying for specific funding streams to enable the delivery of high-profile projects, this will involve completing the necessary application process, managing the spend, and presenting evidence of capability to deliver on these projects.  The Programme Manager is responsible for identifying and supporting the delivery of efficiencies and improvements in services across the council, through the effective use of technology and cultural change. This will involve assisting with giving advice and guidance on internal procedures relating to the use of physical resources.  Due to the nature of the role the post holder will be handling and processing information, which may be of a confidential or sensitive nature. | | | |
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| **PHYSICAL DEMANDS** | | | |
| The post holder more often than not will be sat in a limited position at the desk. | | | |
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| **MENTAL DEMANDS** | | | |
| The role requires the post holder to cope with high levels of work-related pressure, particularly due to complex/difficult project related activities and competing priorities.  Work will always have a constrained timescale and it is the responsibility of this post to ensure that these deadlines are met whilst managing multiple projects simultaneously.  Overall, demands will be of a concentrated sensory attention, for example ensuring the accuracy of corporate reports. The post holder will need to deal with frequent interruptions with conflicting demands on their time.  Prolonged periods of enhanced mental attention are critical for this post, particularly on individual project groups, to develop innovative solutions and problem solving and, where appropriate, how outcomes can be transparently communicated to various stakeholders.  The job will require lengthy periods of concentration on project and programme plan development and the analysis of project performance data. | | | |
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| **WORKING ENVIRONMENT** | | | |
| Under the council’s agile working policy the post holder will work a mixture of remote and office based working.  There will also be scope on occasions for the post holder to go out into the community. The business transformation projects focus on user entered design and it will be paramount moving forward that the council understands the needs of customers before implementing any channel shift initiatives. | | | |
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| **ALL STAFF RESPONSIBILITIES** | | | |
| To adhere to all Council Policies, in particular Equal Opportunities.  To undertake any other duties properly assigned from time to time by your line manager which are appropriate to the grade and character of the post.  To be committed to the principles of equality, diversity and the ability to treat everyone who you come in contact with dignity and respect.  Tewkesbury Borough Council is committed to the principles of safeguarding and promoting the welfare of all children, young people and vulnerable adults; therefore, all employees have a responsibility and duty of care to report safeguarding issues they become aware of or witness. | | | |
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| **HEALTH AND SAFETY** | | | |
| Ensuring that services are delivered in compliance with existing and new Health and Safety legislation and the Council’s Health and Safety Policy and ensuring that duties are pursued in a safe manner with due regard to the Health and Safety of yourself and others.  To manage risk and to help formulate and comply with the Council’s Corporate Health, Safety and Welfare Plan, and to ensure that both systems and premises under your control are maintained in an acceptable standard to ensure the risk management and health and safety of staff and visitors. | | | |
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| **PERSON SPECIFICATION** | | | |
| **QUALIFICATIONS** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD** |
| Educated to degree level or equivalent or substantial equivalent experience in a relevant discipline. |  |  | Application |
| Project management qualification – preferably in agile methodology - or equivalent experience in relevant field. |  |  | Application |
| **EXPERIENCE** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD** |
| Leading transformation projects |  |  | Application and interview |
| Driving culture change across an organisation |  |  | Application and interview |
| Agile project management |  |  | Application and interview |
| Successful delivery of programmes that have realised customer experience improvements and financial savings |  |  | Application and interview |
| Employee engagement and influencing senior members and staff |  |  | Application and interview |
| Developing creative and innovative solutions to achieve customer-focused objectives |  |  | Application and interview |
| Working in a local government environment or a similar complex organisation |  |  | Application and interview |
| **SKILLS** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD** |
| Strong team leadership |  |  | Application and interview |
| Advisory, negotiation and motivational |  |  | Application and interview |
| Communication and presentational |  |  | Application and interview |
| Organisational |  |  | Application and interview |
| Problem solving |  |  | Interview |
| Ability to meet deadlines |  |  | Interview |
| Flexibility in approach |  |  | Interview |
| Ability to prioritise in line with corporate objectives and requirements |  |  | Application and interview |
| **BEHAVIOURS / ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD** |
| Continual improvement approach |  |  | Application and interview |
| Champion of change and improvement |  |  | Application and interview |
| Friendly, open and helpful |  |  | Application and interview |
| Conscientious |  |  | Application and interview |
| Resilient to overcome obstacles and resistance |  |  | Application and interview |
| Team player |  |  | Application and interview |
| Can-do ethos |  |  | Application and interview |