

POST TITLE	PROGRAMME MANAGER
DIRECTORATE	CORPORATE SERVICES
SERVICE	CHANGE AND TRANSFORMATION
RESPONSIBLE TO	SENIOR MANAGER – CHANGE AND TRANSFORMATION
NUMBER OF POST HOLDERS	1
ACTING UP/ SECONDMENT	NO

Purpose of Job

The Programme Manager will be responsible for the management, development and implementation of a strategic and operational change programme. In addition, they will lead on other projects and initiatives that support the Council's strategic objectives.

'THE WHAT' - MAJOR TASKS/JOB ACTIVITIES

- To oversee the co-ordination and administrations of all aspects of the ongoing programme(s) including controlling programme activities, planning, organisation, impact and risk identification and control whilst ensuring that the image and policies of the Council are promoted.
- In conjunction with the programme management office and other programme managers promote an integrated, consolidated and consistent Council-wide approach to programme management, supported by the appropriate governance arrangements, processes and stakeholder engagement.
- Develop a programme evaluation framework to assess the strengths and weaknesses of the programme.
- Establish and implement a performance management process for all programme staff.
- To work with senior staff, Elected members and stakeholders to develop new initiatives to support the strategic direction of the Council, ensuring that the programme(s) are planned in a consistent manner in accordance with the Council's strategic objectives.
- Provide direction, input and feedback on the projects within the programme, coordinating the delivery of services among the different programme activities to increase efficiency and effectiveness.
- The post should develop and implement long term goals and objectives to achieve the successful outcome of the programme whilst ensuring the programme activities operate within the policies and procedures of the Council.
- Develop a budget and operating plan to support the programme(s) and monitor and approve all budgeted programme expenditure.

- In conjunction with other Programme Managers develop and implement a risk management process for all projects and programmes.
- Identify and evaluate the risks associated with the programme activities and take appropriate action to control / mitigate the risks.
- Manage resource utilisation and the flexible deployment of the Programme team to support key areas of change Council-wide on a priority basis.
- Manage and/or support the initiation and implementation of key projects in consultation with senior stakeholders, actively leading projects where appropriate to defined cost and quality standards.
- Ensure compliance with statutory responsibilities, national legislation, standing orders, delegated authority, Council policies, aims and objectives and professional project and programme standards.
- Manage the performance of external consultants and contractors supporting programme delivery activities where required.
- Identify and evaluate the risks associated with the programme activities and take appropriate action to control / mitigate the risks.
- Monitor, evaluate and report on the programme activities according to the evaluation framework and recommend any changes to enhance the programme.
- Responsible for supporting the delivery and improvement of outcomes for customers, working in close partnership with service managers across the Council.

'THE HOW' – KNOWLEDGE AND SKILLS (E.G. CREATIVITY, INNOVATION, CONTACTS AND RELATIONS, DECISION MAKING)

- The postholder will have significant experience of leading programmes and projects in a complex environment and a thorough understanding of the key principles of governance and delivery.
- The postholder will be a strong leader who can set clear direction, manage complex programmes and motivate and engage staff.
- The postholder will be a creative thinker who can demonstrate an innovative and proactive approach to service redesign and service delivery.
- The postholder will have a natural ability to influence and negotiate in order to meet strategic outcomes and will demonstrate creative and constructive approaches to resolving issues and conflict in order to progress desired outcomes.
- The postholder will have confidence and experience with managing complex information and will be able to interpret and analyse complex data to make knowledge-based decisions.
- The postholder will be commercially-minded and high numerate.
- The postholder will have excellent communication, engagement and team building skills.
- The postholder will provide expert advice and guidance at the highest management levels within the Council.

- The postholder will represent the Council, working closely with a range of stakeholders, both internal and external, to co-produce, deliver and embed transformational change.
- This will usually mean that the postholder is qualified to degree or postgraduate level in a relevant discipline and will have an additional project or programme management qualification (eg MSP and/or Prince 2) or extensive management experience.

Environment

Although the post may be exposed to some physical demands these will be predominantly within the range of normal office-based activities.

Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office-based activities.

Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

Supervision and Management of People (NUMBERS AND TYPES OF STAFF)

The post will be responsible for management of up to 8 dedicated project professionals. The post is required to take on responsibility for the leadership and development of these staff, including consideration of succession planning and resilience to ensure business continuity.

They will be required to work directly with external contractors and consultants over prolonged periods during major projects.

Projects and programmes will require the post to take responsibility for staff from other departments, partner organisations, external contractors and consultants.

Resources

The post will also have responsibility for monitoring budget on projects of up to £5 million on behalf of the Council.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures. If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate

any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure

(attach structure - specific to area of operation).