

Role Profile: Head of Programme Management

Accountable to: Executive Director - Transformation and Business Improvement

Accountable for: Staffing circa 0. Budget circa £50k.

Overall purpose of the role:

1. To be an effective colleague within the strategic leadership team (SLT), making a significant contribution to the business by supporting the Executive Team and delivering operational strategies, corporate priorities and living the business values; and
2. To lead the management and performance of all projects and programmes of work, ensuring delivery within agreed scope and timescale, to drive and meet the Group's corporate aims and objectives.

Corporate responsibilities:

1. Work with Executive colleagues and other senior leaders so that the business is seen by colleagues as a fair, caring, trusting, respectful and open organisation which values its people and retains and attracts the best talent;
2. Passionately drive the delivery of the Group's equality and diversity plans, ensuring that they are effectively integrated into all aspects of corporate life;
3. Play an active role in shaping the Group's culture into one which encourages accountability, flexibility and rewards people for delivering the corporate priorities and outcomes; and
4. Contribute fully to the SLT and the wider leadership of the business, playing an active and visible role in the overall success of the business.

Service responsibilities:

1. Provide the business with a programme/project management resource and expertise to ensure the successful delivery of large and /or complex and high profile projects;
2. Ensure programmes are delivered effectively against output, outcome and spend targets through effective profiling, risk management and monitoring of objectives;
3. Effectively lead and engage colleagues within the Group to enable them to play an active role in the success of programmes and projects
4. Provide support and advice to managers and other colleagues, undertaking business analysis, challenge and problem solving as necessary;
5. Design and develop appropriate methodologies and systems to support the effective delivery of work programmes and projects across the business
6. Lead development of key strategies and policies for all aspects of work carried out in relation to programme management to ensure compliance with customer requirements, legislation, good practice and regulatory requirements;

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7. Recommend changes in programmes based on the outcome of monitoring and evaluation, to ensure targets are met and objectives achieved;
8. Identify annual efficiency savings across the programme through monitoring, analysis and adoption of best practice and more efficient work processes;
9. Lead the commissioning of projects including agreeing outputs and outcome targets, reporting requirements, contingency measures, resource requirements and milestones;
10. Ensure that all Programme Management services are customer focussed, aligned to the requirements of the business and equip colleagues with the skills to be successful and productive;
11. Provide clear and compelling evidence that the Programme Management services deliver value for money; and
12. Build and maintain effective and productive working relationships with colleagues.

Person Specification:

Qualifications

- Relevant professional qualification of (or equivalent) which evidences the appropriate calibre for a senior leadership post.
- Educated to degree level or equivalent through relevant training/experience.

Experience

- Experience of managing large scale programmes and monitoring delivery of targets.
- Evidence of detailed and accurate budget management and forecasts for significant amounts of investment.
- Experience of leading and managing change and creating a culture of continuous improvement.
- Experience of using leadership skills to deliver strategic programmes of work, or project stages.
- Experience of implementing high standards of practice across diverse projects, and monitoring the effectiveness of these standards.
- Evidence of being a team player who can support and promote corporate objectives.
- Evidence of working at a senior level, contributing to the work of the Executive and other senior leaders .i.e. committees
- Evidence of successfully delivering customer focused services in a complex and challenging environment
- Evidence of motivating colleagues and implementing successful performance management to achieve the best results from individuals and teams.
- Experience of developing and implementing relevant systems and methodologies for successfully supporting and delivering a wide variety of work programmes and projects.

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Skills

- Proven track record of managing staff to achieve targets.
- Sound decision maker and negotiator.
- Ability to remain calm in handling conflict and determination to find a resolution.
- Ability to produce clear, accurate reports on complex issues to a variety of audiences.
- Ability to effectively manage all budgetary requirements for department, including delivering value for the business.
- Sound financial abilities leading to positive judgement and appraisal of risk.
- Highly developed communication skills, providing and receiving complex, sensitive and/or contentious information with the ability to engage people at all levels.
- Ability to demonstrate commitment to promoting equality & diversity in the workplace.
- Systematic and organised approach to managing and prioritising heavy and competing workloads.