

Role Title	Programme Manager
Job Family	Corporate Development (Strategy, Change and Communities)
Pay Scale	PO8
Purpose	
We are looking for an ambitious and adaptable Programme Manager to join us at a pivotal moment in our organisation's journey. You will play a leading role in shaping and delivering a portfolio of high-profile strategic programmes, working across multiple directorates as we respond to new priorities, support a new administration, and drive a significant programme of organisational transformation. This is a unique chance to work on complex, high-impact initiatives that will influence the future direction of our services and make a tangible difference to our communities. The role will be responsible for the delivery of strategic programmes and projects across the Council, ensuring all the interdependencies are managed and appropriate prioritisation is applied across all change projects and programmes. The successful candidate will lead, plan, develop and deliver an expert professional service within the Strategy, Change and Transformation Team and ensure the Council maximises service outcomes in relation to cost, time, quality and reputation.	
Generic Accountabilities	End Results/Outcomes
Plan and ensure service delivery within a diverse environment. Control activities within the service area and ensure professional standards are delivered.	The service is delivered to the quality, Council, professional and legislative standards required. Integrated service development and delivery is informed by data and insight, client/partner/stakeholder knowledge, latest thinking, good practice and legislative requirements. Corporate strategies are effectively implemented within area of responsibility. Service delivers excellent customer service.
Work closely with Directors, Members and other senior stakeholders on issues relevant to the service area. Provide professional challenge and advice to colleagues, managers, suppliers and partner organisations. Build strong working relationships with key stakeholders across the Council.	Build strong relationships with key senior stakeholders across the Council and Partners as appropriate, maintaining them to ensure that the programme delivery runs as smoothly as possible. Provide expert professional advice, interpretation, information, support and challenge to services, stakeholders and external parties on the full range of operational, legislative and strategic issues within the field of expertise. Effectively manage responses to major corporate or partner initiatives / complex strategic or operational issues. Issues are managed through to a satisfactory conclusion. Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.
Lead, motivate and develop staff to create and maintain a high performing, highly competent and participative workforce.	Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff. The team is highly competent, effective, proactive, motivated and outcomes focussed. Recruitment, induction, development, performance reviews,

	employee relations and all HR processes and planning is completed to the required standards and timescales. Effective team meetings take place to required timescales. Regular supervision is undertaken and clear objectives set and monitored through the Council's Appraisal process.
Ensure the development and delivery of continuous improvements in all aspects of the service.	Improvements are developed and delivered effectively. Stakeholder requirements are met. Address operational performance to ensure a clear focus maintained on customer service delivery and achieved high levels of performance by staff through actively fostering a positive organisational culture.
Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.	Resources including, equipment, people, and systems are utilised optimally and efficiently. Budgets are planned, developed and delivered. Value for money is maximised. Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	Reports are prepared, distributed / presented to the appropriate committee, to the required standards and timescales. Evidence based recommendations are made.
Ensure the successful implementation of health and safety legislation, policies and practices.	Risks to staff and others are assessed and managed. Suitable health and safety instruction and training are provided. There is a safe working environment.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job-specific Accountabilities	End Results/Outcomes
Lead the delivery of seamless and successful change for the Council ensuring that all areas of Corporate Development deliver implementation plans that align with overall corporate objectives.	Development and application of established and innovative programme and project management techniques and approaches across the Change Team Arrangements in place to comply with internal and external governance and best practice requirements. Results oriented approach adopted while managing large complex programmes and projects from design to implementation with an eye towards preparing and motivating stakeholders to excel in the target state. Change Team is organised, structured and diligent in setting time-bound objectives and navigating roadblocks and eliminating barriers to successful attainment of those

	objectives. Development and management of a suite of reports relevant for Senior Managers and Members on the position of key programmes and projects
To plan, direct, and coordinate activities to manage and implement interrelated projects from proposal or initiation to final operational stage.	Projects and programmes deliver all required outputs and outcomes to relevant quality standards within agreed timescales and budgets.
To build strong working relationships with key stakeholders across the Council.	Senior managers, leaders and members are all provided with a high-quality service, ensuring their requirements are met. Act as the face of the Corporate Development and your own Team in all dealings with Senior leaders, understanding and delivering their requirements fully. Use political judgement and astuteness in understanding and working with complex policy, and diverse interest groups. Good working relationships are established, fostered and sustained. Stakeholders are engaged in the design, development and delivery of the programmes and projects. Members, Management Board and stakeholders express high levels of satisfaction with the function. Actively engage with stakeholders and partners ensuring organisational commitment to the delivery of benefits through the use of effective influencing skills.
Manage complex multiple project teams as required to ensure that they meet their objectives and address any issues as appropriate.	Lead multiple project teams, providing the vision and ongoing leadership that ensures they are successful in delivering outcomes and intended benefits. Individuals and teams are equipped with the necessary skills, experience and behaviours. They are set objectives that they consistently meet or exceed. Any under-performance is identified and addressed at the earliest opportunity.
Developing a forward-looking and proactive approach to managing emerging and strategic risks and issues across programmes	Working with the PMO and other change practitioners to identify, analyse and combine a single view of key strategic risks and issues across programmes Maintaining RAID logs that provide information to Management Board and Members on the current and projected risk position for the key strategic programmes and projects
Develop robust governance frameworks for the constituent projects and programmes including project plans, risk/issue logs, and reports on programme activity for stakeholders including programme boards, executive directors,	Programmes and projects are established and delivered using an appropriate methodology and approached, tailoring this to ensure high quality delivery throughout. All necessary programme and project documentation that detail the outputs and outcomes are completed as required.

management board, scrutiny committee, cabinet.	Risks and issues are actively managed. Action is taken to swiftly resolve any issues.
To report on programme activity for project and programme boards as necessary.	Highlight Reports and other required documentation completed as agreed in the programme governance arrangements. Notification of any deviations in the programme or project scope, schedule, budget or quality.
Nature of Contacts	
• Frequent contact with Directors and Heads of Service and senior representatives from external organisations in both the public and private sector, providing expert advice, guidance and support on complex issues. • Build relationships with senior representatives from external organisations and suppliers in both the public and private sector. • Report the Head of Delivery and works very closely with the other Corporate Development Heads of Services, keeping them informed on progress and challenges, and taking their steer on the direction of service. • Manage relationships with key stakeholders and delivery partners including negotiation of complex political issues, contractual agreements / amendments, delivery milestones and collaboration using agile ceremonies to drive delivery. • Line management of project managers, consultants and external contractors.	
Procedural Context	
Reports to: Head of Delivery • Responsible for supporting and reporting on the delivery of change initiatives across the Council • To manage and deliver Council change programmes in a practical and pragmatic way, ensuring all elements are completed on time and to budget. This will include managing the risks and issues identified across programmes and making sure that everyone involved is coordinated, motivated, and able to complete work to the right standard. • Work within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within boundary of well-defined policies and procedures. • Research, analysis and interpretation of specialised complex information to generate ideas and formulate / source solutions. • Plan and organise work and priorities, co-ordinating with others (internal or external delivery partners) to support the development and delivery of the service. • Deliver a specialist service and support initiatives, projects and improvement programmes within the service area.	
Key Facts and Figures	
Supporting the delivery of the Council's Transformation and Change Programme.	
Resourcing	

Budget Responsibilities: Programme and Project Budgets. These will vary dependent on the programme/project.

Supervisory Responsibilities: Project Managers (PO4), Project Teams and Consultants

Knowledge, Skills and Experience

- Experience of managing Change programmes and projects, working to time, budget and quality in a large organisation using appropriate agile methodologies, techniques and tools.
- Experience of building excellent relationships with Senior managers and Members, with a view to ensuring that programme visions are delivered and that an excellent customer service is experienced by those stakeholders.
- Experience of planning and managing a mixed and varied workload of conflicting priorities responding effectively to the needs of all customers.
- Experience of report writing and communicating complex issues to a broad range of audiences.
- Experience of working in a risk management environment with effective tracking and mitigation of risks.
- Possess in depth understanding of Agile techniques, values and principles
- Competent budget manager with experience in deploying, reallocating and reassessing resources in a dynamic, multi-project environment.
- An ability to respond to unpredictable volume of work, with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.
- An exceptional communicator able to operate and empathise with stakeholders and business groups, influencing and gaining commitment to objectives.
- Strong leadership, influencing, people engagement, and people management skills.
- Excellent planning and organisational skills coupled with a strong focus on the delivery of the objective.
- Creative and innovative in finding solutions to complex problems.
- Ability to lead on multiple and wide-ranging programmes and manage competing demands.
- Possess strengths in organisational, attention-to-detail, reasoning, critical thinking, and problem-solving skills.

Indicative qualifications

Educated to degree level or equivalent standard

Recognised programme or project management accreditation: e.g. Agile Certified and either Prince2, MSP etc.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities that may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.