

Job Description and Person Specification

SEND Transformation Programme Manager

Salary:	£57,245 - £60,929
Job Family:	SM10
Working hours:	37 hours per week.
Work base:	Kettering

We are delighted that you are considering joining our team at North Northamptonshire Council.

By recognising that our employees are our greatest asset, we invest in, value and develop them to progress our ambition to be an employer of choice. Our corporate values and behaviours also encourage customer focus, efficiency and support our employees to achieve.

Main Purpose

To provide high quality strategic and operational leadership and management to the Special Educational Need and Disabilities (SEND) and Inclusion service and system leadership for the SEND partnership/System.

To develop, communicate and deliver the vision and strategy and provide the leadership for the delivery of an Integrated and Inclusive Service for Children and Young People with SEND and their families.

To translate that strategic intent into effective and high-quality operational delivery, through direct delivery and commissioning arrangements across Education, Health and Social Care and in partnership with relevant services e.g. Early Help, Early Years and Adult Learning Difficulties Services.

To lead and manage the service, at an individual and team level, to deliver a sustainable and consistent experience for Children and Young People with Special Educational Need and Disabilities and their families, in line with the corporate delivery plan.

To engage with local, regional and national politicians and ensure the advised and assured regarding all issues to do with the SEND service.

To lead a range of SEND Transformation programmes from design and delivery of internal & external projects that are large scale and/or complex and/or have a high level of risk attached. Developing strong relations for the initial design, engaging and involving service leads to find the best outcomes, delivery solutions and service design to deliver the North Northamptonshire SEND Transformation and Improvement Programme.

To be part of an in-house project management change capability, providing organisational learning, capability, resilience and Value for Money (VfM). To deliver through the successful implementation of defined priority projects, the Children's Directorate Service Improvement Plan outcomes.

Accountable for the planning, coordination, facilitation and monitoring of change projects; and for developing capacity and capability to embed service improvement tools and techniques supporting the continuous modernisation and redesign of traditional service across the directorate.

Taking responsibility for the day to day running and delivery of allocated projects, resulting in new ways of working and identified business benefits being realised. Manage project teams applying highly developed specialist knowledge and experience of best practice service improvement tools and techniques; performance management; project planning and the development of training programmes; and the building of collaborative relationships in which to challenge, influence and empower managers and staff to enable them to produce more effective, innovative and high-quality service delivery and partnerships.

To define enabler requirements such as IT, HR, Finance, Legal & Comms for service areas within the transformation programme and to design solutions to meet these requirements; taking responsibility for the design through to the start of delivery by the delivery team, resulting in new ways of working and identified business benefits being realised. To provide service and process redesign expertise. Accountable for the planning, initial co-ordination and facilitation of design; developing capacity and capability to embed service improvement tools and techniques supporting the continuous modernisation and redesign of traditional services.

Main accountabilities	
1.	To facilitate service leads to define and agree priorities for transformation within their areas. Define and agree required enabler (IT, Finance, HR, Legal, comms) to deliver the transformation priorities they set. Identification of stakeholders. Recommend appropriate solutions and prepare specifications required for those solutions. Obtain Senior Responsible Owner (SRO) and/or Project Owner acceptance of proposals to meet their needs
2.	To actively engage with the Project Owner, SRO and other stakeholders during the design phases of a project and communicate effectively on project design & deliverables to ensure they are well received by the recipients of the change. Provide change leadership and specialist knowledge, skills and experience in process and systems improvement across the Council. Support the restructuring of services, lead the introduction of new Council policies and procedures for major areas of work delivering and supporting further service improvement.
3.	To apply the agreed in house project management framework for the project design and delivery (using relevant project standards) in order to ensure that projects are designed, defined and delivered in a consistent manner
4.	To do all initial design and planning for agreed solutions, ensuring compliance with the member agreed transformation principles, in accordance with the agreed in-house project management framework, creating new ways of working and identified benefits being realised by the business
5.	To secure and allocate resources as necessary for initial project design work, working within an allotted budget and monitoring spend for each design phase (if applicable), making appropriate adjustments within agreed limits in order to see a project through to successful design finalisation Manage allocated Business Analyst resource (if applicable) during delivery of a project.

6.	To manage the allocated project workload and priorities, defining and producing appropriate products, standards, identification of risk, assumptions, resource requirements and timescales in accordance with the agreed in-house project management framework, to ensure that the project has a robust plan to achieve quality products to time and within budget. Coordinate, lead and motivate project teams as needed to facilitate project delivery; monitor and adjust plans as required to ensure that projects meet agreed timescales and budgets and that project objectives are achieved
7.	To advise project boards, resolving issues and recommending corrective action as appropriate so that projects are sustained and implemented, working within the agreed decision-making process/project governance arrangements Ensuring performance reporting and tracking of benefits are reported and monitored along with risks, issues, assumptions and dependencies.
8.	To ensure that all project plans and designs have a clear Business Case for the quality and financial benefits that can be realised from delivering the project
9.	To prepare project documentation, using the agreed in-house project management framework, guidance and associated toolkits. Set out the project objectives, plan, costs and performance measures to ensure that work has the plans to be carried out in a timely and effective manner and to meet budgets and deadlines where applicable Where appropriate, prepare tender documentation and manage the tender process through to successful completion
10.	Actively engage with all internal and external stakeholders, developing and maintaining effective and strategic links; influence, challenge and empower managers and staff to change and improve their services. Evaluate highly complex, sensitive or contentious project information; use project monitoring and evaluation data to report on project progress to stakeholder representatives at all levels both within and outside the organisation, and to influence decisions on project direction. To meet with key stakeholders across North Northamptonshire and work in locations, where required
11.	Work with stakeholders to identify potential conflict between the interests of different individuals, cross divisional staff groups or Council/partnership services and departments. Provide facilitation expertise to encourage multidisciplinary team collaborative working to overcome resistance to change and to reduce conflict
12.	To promote equal opportunities in all aspect of project design and delivery for staff and customers alike To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
13.	Understand and demonstrate a commitment. to safeguarding and promoting the welfare of children and young people/vulnerable adults

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Essential/ Desirable
Educated to degree-level or equivalent in a relevant subject, or equivalent by experience	Essential
Advanced knowledge of business process/business improvement/project management acquired through degree or equivalent management experience.	Essential
PMO3, MSP, PRINCE2 or equivalent programme/project management qualification or equivalent by significant experience	Essential

Minimum levels of knowledge, skills and experience required for this job

Identify	Essential/ Desirable
Knowledge	
Knowledge and proven experience of project design The ability to create project management products utilising a range of software including business cases and defining clear priorities and benefits	Essential
Experience and knowledge of ICT capabilities to meet business needs.	Desirable
Knowledge and experience of the application of business process management methodologies, mapping and analysis tools.	Essential
Knowledge and significant experience of delivery of project/change management concepts and methodologies in a complex environment and when to appropriately utilise them.	Essential
Awareness of the National and Local Government agenda, current issues and challenges.	Desirable
Skills	
Strong interpersonal skills and excellent communication with the demonstrable ability to recognise influence and manage the communication consequences of sensitive project issues Ability to enable others to develop vision and translate that into realistic plans.	Essential
Experience of presenting and a high level of skill in using other communication tools in a project environment to a wide range of stakeholders of different levels, including expressing complex technical, system concepts and ideas clearly and concisely to a non-specialist audience	Essential
Excellent organisational and time management skills, ability to plan and deliver objectives within an agreed timeframe	Essential
Ability to successfully manage significant changes in working practices.	Essential
Able to manage stakeholder relationships within complex projects and collaborate constructively with internal and external partners to create conditions for successful partnership working. Ability to manage and resolve conflict.	Essential
Strong group facilitation skills and excellent organisational and time management skills, ability to plan and deliver objectives within an agreed timeframe	Essential

Ability to build rapport and credibility with senior managers, members and Corporate Directors	Essential
Excellent written and verbal communication and presentation skills along with interpersonal skills to gain the respect of multi-professional teams, enthuse and motivate individuals and teams.	Essential
Evidence of management and delivery of defined business benefits	Essential
Experience of working in a dynamic and complex environment, handling multiple projects, developments including risk and issue management	Essential
Experience	
Awareness of current best practice and evidenced based information that is applicable to the provision of quality services.	Essential
Good working knowledge of service delivery disciplines and systems that support it, operations and customer access services and channels	Essential
Experience of designing & delivering medium and large sized transformation projects, working with external partners. Evidence of consistently achieved results and benefits realisation within a largely unsupervised environment but within clear accountability framework	Essential
Experience of managing stakeholder relationships within complex projects with the ability to manage and resolve conflict, negotiating skills, meeting challenging deadlines and delivering under pressure	Essential
Experience of budget management including responsibility for financial planning	Essential
Experience of working in a dynamic and complex environment, handling multiple projects, developments and other business as usual tasks including risk and issue management simultaneously	Essential
Equal opportunities Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
Significant experience of successfully leading, managing, coaching and developing diverse project teams in delivering demonstrable and sustainable transformation and service change & improvements	Desirable

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	Fixed—	Flexible	Field	Home
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