Job Description

Job Title: Programme Manager

POSCODE: CCC1333

Grade: P3

Overall purpose of the job

Cambridgeshire County Council has an ambitious vision to deliver a programme of work which supports its strategic ambitions and reflects the priorities for change/improvement that have been identified through the Council's business planning process.

This work is supported by the Programme team which works collaboratively across the council and the wider system to plan, implement and deliver the identified outcomes and benefits of the change and improvement portfolio.

Reporting to the Portfolio Manager, the post holder will develop and deliver programmes in line with the council's ambitions. Using the council's programme and project management methodologies, standards and practice, ensuring inter-dependencies are identified and managed, initiating monitoring and control processes, maintaining an overview of progress, issues and risks and maintaining effective reporting.

They will have proven experience of programme management in a large organisation, excellent stakeholder management and the ability to work across complex systems to deliver strategic change.

Main accountabilities

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1.	**Programme/Project Management Expertise** • Lead the development and delivery of high-quality programmes and projects, to ensure that objectives are delivered, timescales and budget targets are met, and benefits are realised. • Identify and manage the programme inter-dependencies, risks and issues, ensuring an appropriate level of governance and quality assurance is maintained and concerns escalated when necessary, working in partnership with the Governance and Performance Manager. • Provide advice to, and act as a centre of expertise within the service and with colleagues and stakeholders to effectively plan and implement business change, moving to a successful handover. • Champion and deploy the project portfolio software ensuring those involved in programmes and projects are supported and trained in using the tool. • Devise, implement and manage systems for the delivery of projects which engage directly and appropriately with colleagues, partners and customers and where integration and co-ordination with other services and organisations is required to achieve the desired outcomes. • Inspire others to contribute to corporate projects and programmes in order to see the delivery of better outcomes. • Act as 'change manager' and gain buy-in and support from those individuals who will be impacted throughout the programme lifecycle.
2.	**Programme Management, Procurement and Delivery** • Work with key stakeholders, the wider Programme and Service Improvement team and organisational support functions (IT, HR, L&D, Legal, Procurement etc) to ensure accurate scoping of work and associated resource requirements for the project(s). • Provide quality assurance and support for the development of programme/project business cases.

	• Provide and prepare detailed reports including analysis and evaluation of progress on the programme and projects into the respective governance. • Identify and undertake effective engagement with key stakeholders and partners (at all levels) when writing and presenting reports and complex information. • Provide the Senior Responsible Officer with robust forward and integrated work programmes embedded with clarity in decision making, timelines, and control processes. • Ensure projects and work programmes take due regard to the needs of all users affected by the project, especially those who are vulnerable or have particular needs, working with the relevant services and Service Improvement and Communities' colleagues to achieve this. • Initiate extra activities and other management interventions wherever gaps in the programme are identified or issues arise. • Co-ordinate and initiate proper closure at the end of the programme, including appropriate documentation and sharing of lessons learned.
3.	**Financial, Contract and Risk Management** • Ensure progress reports on expenditure, and that any bids for other funding are prepared and submitted in a timely way. • Identify financial pressures and take action, agreed with the relevant service leads, the Senior Responsible Officer, Project Board or other relevant stakeholder, to manage and mitigate those pressures. • Implement risk monitoring and management processes in accordance with programme/project and corporate governance mechanisms. • Ensure compliance with all relevant Health and Safety legislation and best practice in the planning, design and delivery of projects and work programmes. • Ensure any contractual process are fully complied with and followed.
4.	**Partnership Working** • Engage fully with key partners and others as required, to deliver programmes/projects that meet the Council's and partners' objectives. • Promote, develop and maintain effective internal and external partnerships and collaborative working with a range of stakeholders in order to ensure the appropriate level of co-ordination.
5.	**Communication and Customer Focus** • Ensure programmes/projects meet the needs of users and services by actively seeking input from services, key stakeholders and potential users, throughout the development and delivery of work – deploying the skills and experience of service leads and colleagues in the Service Improvement and Communities' teams. • Ensure all stakeholders are kept informed and given timely updates about progress on the delivery of programmes/projects using the most relevant methods for communication to stakeholders, partners and suppliers. • Develop approaches and systems to ensure that feedback from customers, partners, stakeholders and employees can be evaluated such that appropriate action can be taken to provide continuous improvement.
6.	**Staff Management and Development** • Establish and lead appropriate programme team(s) to deliver the required outcomes of the programme plan. • Provide challenge and hold others to account, seeking ways to remove barriers to delivery. • Impart knowledge and expertise on specific business areas through mentoring and coaching of other staff to strengthen the skill base create more resilience within teams.
7.	**Other Duties** • Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Educated to degree level, or equivalent experience. Any Programme Management or closely related discipline.		Essential
Relevant professional qualification or membership; Prince2, MSP etc. other programme/project management eg. APM or apprenticeship. Demonstrable Programme Management Continuous Improvement.		Desirable

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

Describe	Essential/ Desirable
Knowledge	
Programme and Project Management • Strong Knowledge and significant experience of delivery of project/change management concepts and methodologies in a complex environment e.g. PRINCE2, MSP, LEAN, (or equivalent), and the project development lifecycle. • Excellent working knowledge of service delivery disciplines, management systems and processes including quality assurance methodologies and the identification and management of risk.	Essential Essential
Data and Information Management • Expert in use of Microsoft applications including extensive knowledge and experience of working in Microsoft Project, Planner or other industry standard project planning software.	Essential
Organisational Understanding • Fundamental knowledge across all core business functions (i.e. finance, quality management, business/organisational development, HR and communications). • Understanding of the decision making and governance arrangements within local authorities including working with Senior Officers and Members.	Essential Desirable
Skills	
Working Together • Ability to build strong, professional networks and relationships, inside and outside the organisation, inspiring others to deliver of their best. • Significant experience of managing stakeholder relationships within complex programmes and projects with an ability to influence and negotiate across a diverse and challenging community of stakeholders including conveying contentious proposals and solutions, and when implementing resolutions.	Essential Essential

• Ability to lead and work as part of a team, sharing knowledge and experience, recognising the strengths and weaknesses of others, and constructively challenging to achieve productive outcomes.	**Essential**
Excellence • Excellent command of considerable amounts of data and information with strong analytical skills, attention to detail and the ability to understand complex issues and advise on complex solutions across business areas with the application of critical judgement.	**Essential**
• High standards of numeracy, literacy, communication and presentation skills with ability to meet tight deadlines.	**Essential**
Strategic Thinking • Ability to translate concepts and ideas into meaningful plans and action.	**Essential**
Leadership • Ability to influence and motivate people towards a common objective including the ability to influence and motivate non-line managed staff with constructive criticism.	**Essential**
• Significant experience of successfully leading, managing, coaching and developing diverse programme and project teams in delivering demonstrable and sustainable business change and improvements.	**Essential**
Communication • Excellent communication skills, verbal, written and listening and the ability to adapt personal style to meet the needs of a range of audiences.	**Essential**
Experience	
Programme Management • Extensive experience of working as a programme/project manager.	**Essential**
• Experience of working as a programme/project manager within a public sector organisation.	**Desirable**
• Strong evidence of consistently achieved results within a largely unsupervised environment but within clear accountability framework.	**Essential**
• Significant experience of managing budgets.	**Essential**
• Significant experience of successfully leading, managing, coaching and developing diverse teams and delivering demonstrable and sustainable service improvements.	**Essential**
Creative Thinking • Experience of identifying new ways of thinking and new approaches to a problem or situation.	**Essential**
Equal Opportunities Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	**Essential**

Equality, Diversity and Inclusion (applies to all roles.	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.

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 work type is hybrid)	Fixed	**Hybrid**	Field	Remote	Mobile