



Northamptonshire Children's Trust

Job Title: **Programme Manager (Families First Partnership Programme)**

Location: One Angel Square, Northampton

Grade: M

Reports To: Head of Commissioning and Transformation

Overall Purpose of the Job

At Northamptonshire Children's Trust, we are on an ambitious journey to transform the way we support children and families and we are looking for a passionate and strategic programme manager to help us get there.

The postholder will play a pivotal role in shaping the future of Family Help and children's social care in Northamptonshire. They will lead on defining, developing and successfully delivering programmes under the Children's Social Care Reforms, working alongside practice leads and safeguarding partners to deliver new approaches that strengthen families, protect children and improve outcomes across the county.

To define, develop and deliver the corporate (cross organisational) projects and programmes that are large scale (>£250k) and/or complex and/or have a high level of risk attached. To be part of an in-house transformation capability, providing organisational learning, capability, resilience and Value for Money (VfM). To lead the change and transformation programme in the delivery of the Families First Partnership Programme to deliver efficiency and service improvement targets as outlined in the reforms as well internal organisational plans.

To define business requirements for service areas within the council and to introduce solutions to meet these requirements; taking responsibility for the day to day running and delivery of the projects, resulting in new ways of working and identified business benefits being realised.

To develop supporting templates and toolkits providing guidance to stakeholders across the organisation, in order to ensure that projects are defined, governed and managed in a consistent fashion across the organisation.

Provide senior leadership and process redesign expertise. Accountable for the planning, co-ordination, facilitation and monitoring of change programmes; developing capability and capability to embed service improvement tools and techniques supporting the continuous modernisation and redesign of traditional service across Northamptonshire Children's Trust.

Job description

Main Duties and Responsibilities	
1	Lead and oversee the development, delivery and programme management of multiple children's services programmes and projects, promoting, deploying and prioritising the use of in house project staff to minimise non-productive time and cost, as necessary.
2	Ensure transformational change projects progress, performance, costs and benefits are monitored, reported and tracked appropriately to ensure delivery of benefits and time to budget, engaging stakeholders and communicating effectively to ensure successful delivery.
3	To maintain, develop and embed the Trust's Project Management Framework for the project (using relevant project standards) incorporating the Gateway review process if required in order to ensure that projects are defined, governed and managed in a consistent manner across the organisation.
4	To implement agreed solutions, ensuring compliance with the Trust's design principles, in accordance with the Project Management SORP, creating new ways of working and identified benefits being realised by the business.
5	Lead on & oversee the implementation of strategies by leading bespoke project team(s) from across the Trust and other organisations as appropriate, securing and allocating resources as necessary for programme work, working within an allotted budget and monitoring spend for each project, making appropriate adjustments within agreed limits in order to see a project through to successful conclusion.
6	To manage the work and priorities of the Programme Team throughout the lifecycle, defining appropriate products, standards and timescales in accordance with a Programme Management Framework and PM SORP, to ensure that the project delivers quality products to time and within budget.
7	To advise Project Boards, resolving issues and recommend corrective action as appropriate so that projects are sustained and implemented, working within the agreed decision making process/project governance arrangements.
8	To prepare project documentation, using the council's Project Management Framework, SORP and associated toolkits and guidance. Setting out the project objectives, plan, costs and performance measures to ensure that work is carried out in a timely and effective manner and to meet budgets and deadlines where applicable.
9	If appropriate, to prepare invitations to tender and manage the tender process through to successful completion to ensure that the council gets value for money and services/resources secured are relevant and represent good practice.
10	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

11	To ensure that reasonable care is taken at all times for the health, safety and welfare of yourself, others and to comply with the policies and procedures relating to health and safety with the Trust.
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The duties and responsibilities outlined in this job profile are indicative of the role, however they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.

Corporate Parenting Commitment

As corporate parents we are committed to doing everything we can for every child in our care and every care leaver. We encourage you within the course of your work to seek opportunities where you can be ambitious for these children and young people, encouraging them to dream big and take chances and provide secure, nurturing and positive experiences.

Safeguarding Commitment

We are committed to putting children and young people's welfare as a priority in all we do. We request that you respect their views, feelings and rights and take all reasonable steps to safeguard and promote the welfare of children and young people and vulnerable adults who receive support and services of Northamptonshire Children's Trust.

Person Specification

Post Title:	Programme Manager (Families First Partnership Programme)
Grade	M
Service Area:	Commissioning and Transformation

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Qualifications	Graduate level or equivalent professional qualification or relevant proven experience.	Essential
	Advanced knowledge of business process/business improvement/project management acquired through degree or equivalent management experience.	Essential
	Evidence of professional, academic or management studies	Essential

	in programme or Project Management	
	Post graduate qualification or professional training in programme or project management eg Prince2/MSP/LEAN practitioner qualification or equivalent.	Desirable

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Knowledge		
	Knowledge and understanding of the dynamics and complexities of children's services within the public sector and the Local Government environment and its impact on service provision, staff and relationships with key stakeholders.	Essential
	Business process mapping and analysis tools, e.g. Visio, Protos, Casewise, Popkin.	Essential
	All round knowledge of capabilities of ICT to meet business needs.	Essential
	Current best practice and evidenced based information that is applicable to the provision of quality services.	Essential
	Excellent knowledge of project/change management concepts and methodologies e.g PRINCE2, MSP, LEAN, (or equivalent), Theory of Constraints, PDSA cycle and the project development lifecycle.	Essential
	Awareness of the National and Local Government agenda, current issues and challenges.	Essential
	Commitment to ongoing life long learning and personal development.	Essential
	Working knowledge of business process management	Essential

	methodologies, e.g. SPRINT, LEAN, Six Sigma or equivalent.	
Skills		
	Management of medium and large sized projects (>£250k), working with external partners.	Essential
	Significant degree of project literacy ideally developed through project delivery on complex, high-profile projects.	Essential
	Demonstrable understanding of a variety of techniques for planning, status reporting, risk/issue management, dependency management, etc.	Essential
	Possesses political sensitivity and a demonstrable ability to recognise influence and manage the communication consequences of sensitive project issues.	Essential
	Understands and fully promotes the disciplines required (within and outside a project) to deliver projects successfully – not just the execution of proven processes in a mature environment.	Essential
	Ability to successfully manage significant changes in working practices.	Essential
	Ability to design, develop and implement programmes or projects that contribute to organisational goals and or targets.	Essential
	Excellent written and verbal communication and presentation skills.	Essential
	Excellent interpersonal skills with the ability to gain the respect of multi-professional teams, enthuse and motivate individuals and teams.	Essential
	Excellent organisational and time management skills, ability to plan	Essential

	and deliver objectives within an agreed timeframe.	
	Self critical, recognising and learning from mistakes.	Essential
Experience		
	Experience of working and leading in children's services.	Essential
	Evidence of consistently achieved results within a largely unsupervised environment but within clear accountability framework.	Essential
	Significant experience of using project management processes and service improvement tools and techniques to suit the change capability and general environment of the organisation.	Essential
	Significant experience of managing stakeholder relationships within complex projects with the ability to manage and resolve conflict.	Essential
	Experience of Management/Leadership at senior level. Experience of people management including recruitment, performance management, appraisal and conduct.	Essential
	Significant experience of managing budgets.	Essential
	Significant experience of successfully leading, managing and coaching diverse project teams in delivering demonstrable and sustainable service improvements.	Essential
	Experience of analysing and solving complex process and systems problems and supporting others to develop this skill.	Essential

	Experience of designing suitable key performance indicators and analysing results.	Essential
	Experience of designing and delivering training and development in service improvement.	Essential
	Experience of leading multiple change/improvement initiatives.	Essential
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
Safeguarding <i>(include for roles working with children/vulnerable adults)</i>	Demonstrate an understanding of the safe working practices that apply to this role.	Essential
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential

Disclosure Level		
What disclosure level is required for this post?	None	Basic
	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 X	Field	Home