

Post Specification

Post Specification - Key Information

- **Post Title: Programme Manager**
- **Date: August 2024**
- **Post Group Number: 8428**
- **Job Family: Organisational Support**
- **Job Family Role Profile: OS18ii**
- **Final Grade: Grade 18**

To be read in conjunction with the job family role profile.

Service Area Description

Adult Social Care vision is “People living in a place they call home with the people and things that they love, in communities where they look out for one another, doing the things that matter to them.”

The service has a key role in influencing and shaping service models in Westmorland and Furness, and ensures that in all instances people are supported to achieve their most independent outcome in keeping with the Promoting Independence and Wellbeing Programme and becoming a community powered council.

Purpose of this Post

This is a high-profile role responsible for managing a defined priority programme working alongside and supporting the programme’s Senior Responsible Officer.

Working with service leaders, elected members, partners, Trade Unions and colleagues at all levels of the council to drive the development and successful delivery of a multi-dimensional programme and transformational change and to ensure implementation is sustainable, affordable and fit for purpose within the council.

A key element of the role will be to constructively challenge current ways of working, taking an evidenced based approach to benefits realisation that ensures service improvement is customer focused, innovative, and efficient.

Key Job Specific Accountabilities

1. Lead the development and delivery of a priority programme of work to drive forward integration and improvement activity supporting the Senior Responsible Officer and taking lead responsibility for engaging staff, key stakeholders and partners.
2. Manage the process of challenge, support and implementation of the programme, ensuring options and decisions are evidence based by outlining a thorough understanding of the “as-is” service delivery position before presenting options for decision and then implementing the process of change.
3. Oversee the transition between “as-is” and “to-be” ensuring appropriate consultation, engagement, communication, implementation and benefits realisation plans are in place.
4. Promote and use the relevant programme management/reporting tools to ensure a consistent, yet flexible and proportionate approach that ensures key milestones are met and project

outcomes are achieved. Provide professional expertise and leadership in relation to programmes and projects to a wide range of subject matter experts.

5. Lead, manage and develop the programme team, ensuring high levels of utilisation and continuous professional development. To promote, deploy and prioritise the use of staff to ensure that the programme is delivered on time and on budget.
6. Manage individual projects within the wider programme reporting in accordance with Programme governance. Prepare and deliver progress updates as required.
7. Ensure that the programme is well communicated through the programme team, its partners and stakeholders, to encourage engagement and the adoption of change.
8. Establish and maintain a network of individual and collective stakeholder relationships with the Senior Responsible Owner, Directors and Key Service Leads in order to determine programme/project priorities and manage resource requirements.
9. Provide direct line management responsibility for Project Manager(s) and Project Support Officer(s) within the programme, as well as additional temporary staff or contractors who may be used from time to time to supplement the council resources.
10. 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

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** No direct core budget responsibility however will be responsible for the management of relevant project budgets and ensuring that the service and financial benefits identified in agreed business cases are delivered.
- **Staff Management Responsibilities:** The post holder will be expected to manage a multi-dimensional complex programme and priorities. This will require managing the programme team across a range of services, outside of formal line-management arrangements.
- **Other:** A high-profile role, delivering a programme of work as part of the council's improvement and integration Programme. Significant working with senior officers, elected members, partners and Trade Union colleagues.

Essential Criteria

- **Qualifications:**
 - Educated to degree-level or equivalent in a relevant subject, or equivalent by experience.
 - MSP, PRINCE2 or equivalent programme/project management qualification or equivalent by significant experience in a similar role.
- **Knowledge:**
 - Extensive experience of successfully developing and implementing large scale programmes.
 - Experience of delivering change in a large, complex organisation.
 - Knowledge of the Government's national agenda in relation to public sector reform, and service transformation policies, strategies, case studies and lessons learnt across other areas of local government, the wider public sector and private sector where appropriate.
- **Experience:**
 - Experience of having worked in a political environment, skills in understanding and responding to different perspectives and taking a cross-organisational perspective with

the ability to develop and sustain cooperative working relationships at all levels of the organisation and with external partners.

- 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.
- Experience of leading cultural and behavioural change in support of new ways of working, to improve the experience or outcomes for the customer.

- **Expertise:**

- Highly developed communication, challenge and negotiating skills with the ability to engage with a wide range of audiences. Clear commitment to excellent customer service.
- Well-developed analytical and problem-solving skills, including the ability to coach others in these.

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:**

- Will involve working on multiple and competing priorities at the same time.
- Involvement in projects which may receive strong opinion and / or opposition from those potentially affected.
- Will require strong personal and emotional resilience when dealing with affected staff groups, service users and partners, particularly when implementing significant change.

- **Physical Demands:**

- Predominantly office / home based, with minimal physical demands

- **Working Conditions:**

- Predominantly office / home based but will be required to travel around to varied council (and potentially partner) offices / sites with reasonable notice.

Other Factors: None