

Programme Manager

Role Profile

Service:	Strategy and Resources – Modernisation Team
Band:	Band 11
Reporting to:	Head of Service
Responsible for:	Project Managers/Business Analysts



TRAFFORD
COUNCIL

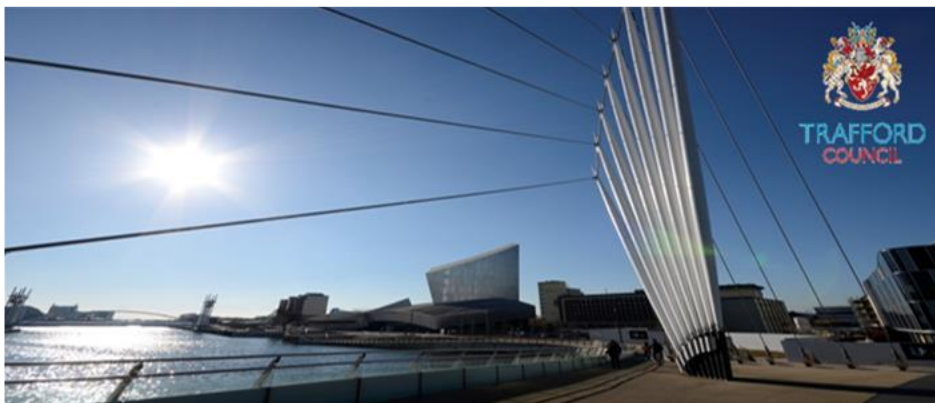
About Us

From its rural and suburban areas to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage, and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities prosper

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

The Modernisation Team is part of the Strategy and Resource Directorate and provides the project management and business analysis capability for the Council. The team delivers projects, at pace, delivering a range of outcomes that support the Council's corporate priorities and both directorate investment led activity or options for savings and change.

Your Main Priorities

- Lead and be accountable for the development, delivery and management of complex, high-profile transformational programmes delivering change, ensuring that agreed outputs and outcomes are delivered to a high level in line with the agreed standards.
- Develop and build effective strategic relationships with internal and external stakeholders to promote service improvement, development opportunities and change management solutions.
- Ensure that transformative change is delivered across the Council to improve the services delivered to our communities.

Key duties

- Support the delivery of major change initiatives within the Council by providing appropriate advice and interventions.
- Identify organisational change needs, and plan, prioritise and deliver interventions to meet those needs. Produce comprehensive, integrated project plans and other project documentation to enable the programme to be managed against a clear set of defined deliverables and milestones.
- Adopt and/or develop a Governance Framework for programmes that assist with their delivery and monitor, update and report within the framework.

- Deliver fully impacted solution options to complex change issues in order to drive timely decision-making and implement remedial plans when necessary.
- Provide a 'business partner role' to directorates to facilitate productive communication and engagement, developing and maintaining effective relationships with the Senior Responsible Officer and other key stakeholders both internal and external to the organisation.
- Deputise for the Head of Modernisation, when and where appropriate, and represent Senior Management and the organisation at external events.
- Provide leadership to the project team, partners and consultants. Defining work, ensuring deadlines are understood and adhered to and that project objectives are clearly articulated and understood.
- Ensure project requirements and resource levels are fully supported and approved by the service throughout the lifecycle of the project; forecasting future requirements; developing resource specifications as required; develop and manage individual agreed project budgets and expenditure forecasts, ensuring delivery of the project is in line with the Council's priorities.
- Manage project and programme risks through effective analysis, mitigation and contingency planning.
- Monitor individual interdependencies between the various projects, highlighting potential conflicts and initiate any appropriate corrective actions.
- Manage and lead a team of staff and participate in the recruitment, selection and induction of new staff.
- Motivate and develop team members through leadership and example, identifying and agreeing training and development needs as required.
- Undertake any other duties commensurate with the job grade that may be required.

About You

Qualifications and Professional Development

- Degree qualification (or equivalent).
- MSP qualified or working towards.
- Measurable commitment to your own and others' professional development.

Experience and Knowledge

- Extensive experience of successfully managing and delivering a wide range of complex multi-functional projects within a diverse range of environments to a structured project management process or equivalent; should be able to adjust their personal style to suit the particular working environment.

- Extensive experience of stakeholder management and engagement.
- Proven experience of providing assurance and reporting to Programme Boards.
- Proven experience of operational and performance management of staff and an understanding of how to motivate individuals to maximise performance.
- Experience of matrix management of multi-disciplinary project teams.
- Experience of budget management within programmes.
- Advanced understanding of risks, issues and interdependency management, and escalation.
- Experience of contract management and consultancy resources.
- Understanding of local government and the political context

Skills and abilities

- An influential and persuasive communicator, with excellent report writing skills to include business cases, key project reporting and briefing papers.
- Able to think creatively and provide innovative solutions to problems.
- Can make sound judgements in often complex situations.
- Advanced user of Project Management and office software tools including M365
- Self-motivator with personal drive to complete tasks to required timescales and quality standards.
- Flexible to adapt to changing workload demands and new organisational challenges.
- Able to manage and plan the use of resources effectively, including those not directly under the management of the programme.
- An inclusive team player, fostering partnerships, working collaboratively across boundaries achieving results through motivating and leading others.

Special Conditions

- Willing and able to travel to sites within the Trafford Borough
- Politically restricted
- Unsocial hours/weekend work may be required

Date prepared/revised:	Renamed (from Senior Business Change Manager) and Updated 21.12.23
Prepared/reviewed by;	SW/DG
Job evaluation:	Existing previous evaluation reviewed – no changes to Band as a result of updates

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holder's period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.