

**JOB DESCRIPTION**

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| **Post Title**: Programme Manager  |
| **Department**: Corporate Core | **Post No**:  |
| **Division/Section**: The Delivery Unit | **Post Grade**: SM1 |
| **Location**: Town Hall, Bury, or any location within the Borough | **Post Hours**: 37 – Flexible working scheme |
| **Special Conditions of Service**: The nature of the post will require the post holder to work flexibly dependent on the needs of the job. This can include attending events or meetings outside of normal working hours and working agilely from different offices or home as appropriate. |
| **Purpose and Objectives of Post**: * Lead, manage and develop the Delivery Unit programmes with responsibility for supporting delivery success to meet objectives in our Bury 2030 strategy, associated Corporate Plan, MTFS and other transformation plans.
* Lead the delivery of an effective programme and project management function across the Council and act as subject matter expert producing and utilising a consistent tailored framework for the organisation.
* To lead and support in the design, delivery and implementation of complex projects and programmes through planning, design, development, implementation, reporting and stakeholder management across the Council. Including leading a community of practice approach for all programme managers in order to develop a consistent approach to initiating and managing programmes (including capital programmes where necessary)
* Ensure executive leadership have regular visibility of the performance of Delivery Unit programmes and how they are contributing to the delivery of strategic priorities and outcomes.
* Provide direct guidance, management and support to strategically important, complex and significant delivery programmes. Ensure their benefits are being tracked appropriately; they are resourced effectively; they are delivering on schedule; and risks are being mitigated effectively.
* Understand and review internal capacity and capability to deliver programmes, and commission additional support where required.
* Line management of at least one Project Manager within the Delivery Unit and undertake matrix management throughout the programme leadership ensuring that the programme and associated projects are resourced effectively and a consistent approach to performance and contract management is adhered to.
* To manage programme budgets ranging from £500K - and upwards in line with the Council’s budget management processes with support from multi agency programme teams eg finance
* To successfully lead multi-disciplinary project teams from across the Council and Bury partnerships to co-design and implement solutions for change and engender a positive results focused working environment to reduce resistance and address the doubts and uncertainty surrounding transformation and change programmes
* To facilitate the creation of project workstreams and project boards as appropriate and the appointment of individuals to the project delivery teams, ensuring there is an efficient allocation of resource and expertise within the project
* To work collaboratively with services, staff and managers to develop workable and innovative solutions to complex business problems as a means of increasing efficiency, improving the delivery of services to customers and delivering tangible benefits to the customer and Council
* To take responsibility to mitigate or resolve arising challenges across budget savings and transformational programmes to ensure successful delivery of project and programme outcomes
* To lead on decisions regarding the procurement and delivery of cross-council programme with significant budget and risk
* To use own initiative to change processes, teams and delivery methods in large scale, complex programmes
* Support development of Delivery Unit in becoming centre of excellence for project and programme management by ensuring standard project and programme approach is embedded through engagement and training
* Work closely with the Performance and Intelligence function to ensure data driven decisions are being made in terms of programme delivery and that robust performance and progress metrics can be reported back against our Bury 2030 strategy, Corporate Plan and other strategies.
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| **Accountable to**: Executive Director (Strategy and Transformation)  |
| **Immediately Responsible to**: Head of Performance and Delivery |
| **Immediately Responsible for**: Project Managers within the Delivery Unit |
| **Relationships:****Internal –** Leader of the Council, Deputy Leader of the Council**,** Elected Members, Chief Executive, Joint Executive Team, Senior Managers, Departmental and wider corporate colleagues, Employee Groups (eg BAME), Trade Unions.**External** – Members of the public, Employees of other Local Authorities, Public Sector Reform Partners locally and regionally including police, fire, housing, education, VCFA and sector plus cultural organisations. GMCA and GM Health and Social Care Partnership, Bury CCG and Bury LCO. National public sector bodies, think tanks and academia. Lead Officers within the Team Bury Partnership, AGMA, regional and national bodies and agencies |
| **Control of Resources**: Proactive management of workforce within direct control (at least 1 Project manager) and matrix management to ensure efficient deployment of capacity, capability, engagement and decision making (eg performance leads, finance leads, service leads), support to meet required objectives. Leading multi-agency project teams from across the Council and Bury partnerships to deliver objectives of the programme.Effective use of ICT/ digital equipment and systems.Responsible for effective management of budgets including the securing and managing of one-off grants and funding, such as GM schemes or specific Government initiatives and delivery of agreed outcomesResponsible for management of resources /delivery of savings delegated to projects which could vary from circa £0.5m and upwardsResponsible for mitigation of challenges and issues at a senior level with regards to budget savings or expenses in order for a programme to successfully deliver its outcomes. This will involve deployment of highly skilled negotiation and expert stakeholder management and engagement.Other resources delegated to the post holder to support and deliver specific projects |
| **Duties/Responsibilities**:Overall:1. To work with the Chief Executive and the Strategic Management Team to ensure that all key programmes and projects including key decisions are informed and supported by the best available programme management practice which includes providing governance and reporting on finance, delivery and performance.
2. To jointly lead and manage alongside other programme managers, a programme and project management function within the corporate Delivery Unit which includes a programme of prioritised and targeted work to deliver on this agenda. This includes creating, curating and cementing processes across the organisation.
3. Leadership of an effective strategic delivery function which is based on robust relationships with the Executive Leaders of the Council and wider partners such as NHS GM, to deliver system wide outcomes that support the LETS strategy. To lead on the planning, design and delivery of:
* Delivery framework which supports the LETS strategy and Corporate plan performance framework which will drive forward improvement across the organisation– working with internal (Performance and Intelligence Team, Finance, Council departments) and external partners NHS GM, GMP, GMFRS, Persona etc
* Horizon scanning and supporting policy led Corporate Leadership team decision making and discussions, including proactive understanding of relevant local and national strategy and then local implications and responses
* Strategic local and partnership governance structures which implement clear governance and frameworks for future delivery
1. Provide professional leadership to the Delivery Unit team which will have responsibility for:
* Horizon scanning – Policy development in relation to research, programme management best practice, influencing and shaping. Briefing on key national, regional and local issues, managing and sharing this information effectively, including to the Council’s senior leaders and Elected Members
* Delivery of a range of programmes, projects and new initiatives, contributing to specific transformational change, improvement functions and Corporate Plan delivery
* Working with the Performance and Intelligence Team to provide performance and delivery reports to strategic council and partnership meetings.
* Directly line managing Project Managers within the team and matrix managing multi agency project teams across the organisation (eg finance leads, performance leads, service leads, governance leads)
* Statutory reporting where required across all council programmes eg CQC, DFE Ofsted in terms of programme and project delivery
* Directorate aligned business partnering to deliver our ambitious change and transformation programme through effecting evidence-based planning and performance monitoring
1. Directly reporting to the Head of Performance and Delivery and ensuring a symbiotic relationship between the Delivery Unit and the Performance and Intelligence Team. This key relationship will ensure that the data and intelligence is both identifying where improvements need to be delivered and how effective improvements are once delivered.

**Project/Programme Management: -**1. To act as subject matter expert in respect of programme and project management for the Organisation
2. To lead and support in the design, delivery and implementation of complex projects and programmes through planning, design, development, implementation, reporting and stakeholder management across the Council.
3. To lead and support project teams from across the Council, to deliver major service reviews, service redesign and new transformation programmes.
4. Support development of Delivery Unit in becoming centre of excellence for project and programme management by ensuring standard project and programme approach is embedded through engagement and training
5. Determine the scope of work, plan and develop the programmes of work, allocate, ensure project management and risk management systems are in place, draw up timescales and milestones, identify appropriate resources and interdependencies between work streams and identify and liaising with key stakeholders.
6. Ensure project and programmes are delivered on time, to a high standard, driving efficiencies, maximising budgets, and achieving high levels of performance delivery.
7. Monitor and evaluate the progress of projects, provide reports and updates to the Assistant Directors, Executive Director and Executive Team as required.
8. Ensure appropriate governance systems/processes are in place for each project/programme.
9. Identify any issues, opportunities and areas of risk across all projects and programmes and ensure these are communicated to appropriate parties and stakeholders.
10. Provide support, advice and guidance to members of the project teams and all stakeholders.
11. Create public consultation and communication programmes and material, effectively managing opposition and ‘buy-in’ to projects of programmes of work.
12. Produce reports, presentations and executive summaries for all projects and programmes in line with due governance and approval processes.
13. Leading major programmes of change, which have a significant impact across whole departments, where implementation impacts the service provided to the public.

**Service Review / Design: -**1. To lead project teams to deliver major service redesign as required.
2. To undertake as required objective service and function reviews, analysing the current position, developing creative solutions and strategies for the future to develop services to meet specific outcomes, budget savings and timescales.
3. To develop specific business cases and plans in conjunction with Head of Service and Service Managers to support project delivery.
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| 1. To develop and support implementation of business plans that are evidence based to ensure effectiveness of actions and return on investment.
2. To objectively challenge existing ways of working in order to develop alternative and transformed ways of working.
3. Work across a range of work streams and partners to develop new and innovative ways of delivering the Departments Services.
4. To work collaboratively with services, staff and managers to develop workable and innovative solutions to complex business problems as a means of increasing efficiency, improving the delivery of services to customers and delivering tangible benefits to the customer and Council
5. To promote a culture of innovation and change that rises to the financial challenges of the Council.
6. To ensure data is captured and reported in a robust and succinct way, whilst ensuring the data is challenged to address the steps that need to be taken and why.
7. Utilising large volumes of data (including customer data), monitoring performance and data reporting etc.
8. To ensure proper consultation and stakeholder involvement and engagement at all levels of providers.

**Funding and Finance: -**1. To support the delivery of significant Budget and savings projects across the Council as required.
2. Financial management of major projects including budget control, monitoring, reporting and re-aligning project budgets as required.
3. To take responsibility to mitigate or resolve arising challenges across budget savings and transformational programmes to ensure successful delivery of project and programme outcomes
4. To lead on decisions regarding the procurement and delivery of cross-council programme with significant budget and risk
5. Support and develop robust business cases and grant applications as required to support project teams.

**Support to the Delivery Unit: -**1. Lead and support in establishing and implementing departmental governance, strategies and business support.
2. Manage and lead the day to day operation of the support function for the Unit (when established), ensuring a high standard of service delivery is maintained at all times.
3. Line manage the project managers within the Delivery Unit as appropriate using matrix management to align capacity to priority project and programme teams.
4. Develop, implement and maintain effective forward planning and programming systems to ensure the co-ordination of all of the Executive teams work and priorities.
5. Develop, implement and maintain effective monitoring systems to support the Delivery Unit and the delivery of key objectives.
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| 1. Produce clear reports and presentations for the Chief Executive, Executive Director of Strategy and Transformation, Executive Directors, Assistant Directors and Programme Managers, to a wide range of audiences, including Executive Team, Elected Members, and external stakeholders, including audiences in GM.

**Managerial: -**1. To lead and support project teams from across the Department and Council, to deliver major service reviews, service redesign, new programmes, workforce transformation, allocating work and undertaking evaluations and appraisals.
2. To effectively line manage a team, ensuring: -
* Cover is provided
* Workload is allocated and monitored
* Performance is monitored via one to one’s, employee reviews, and the identification of training needs with support being provided both on the job and via internal/external courses
* Annual leave is appropriately managed in line with service requirements
* All matters relating to absence, conduct and capability to be managed via Bury Council’s policies and procedures.
* To provide support in establishing the departmental Health and Safety policy as well as departmental Health and Safety procedures.
* To ensure Health and Safety procedures, risk register and continuity planning are bedded into specific project plans.

Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service). |
| * As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.
* Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.
* The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.

**Health and Wellbeing** -As an employee of Bury Council you should contribute to a culture that values and supports the physical and emotional wellbeing of your colleagues. |
| **Job Description prepared by:** | **Sign: Helen Corbishley** | **Date: 6 Dec 23** |
| **Agreed correct by Postholder:**  | **Sign:** | **Date:** |
| **Agreed correct by Supervisor/Manager:** | **Sign:** | **Date:** |



**PROGRAMME MANAGER**

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| **SHORT LISTING CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Degree level qualification, or equivalent | √ |  |
| Project Management qualification at Practitioner level |  | √ |
| Experience of working within a political environment providing balanced advice, inspiring trust and confidence on strategic and operational matters | √ |  |
| Expert knowledge of the public sector reform agenda, especially in relation to Greater Manchester and experience of leading developments in this manner | √ |  |
| Evidence of extensively working effectively and collaboratively with a diverse range of professionals and partners, across organisational boundaries, with a proven track record of in delivering change and improvement | √ |  |
| A proven track record of working at a senior level, demonstrating organisational culture, values and behaviours in your leadership approach | √ |  |
| Demonstrable understanding of Bury and its challenges | √ |  |
| Extensive and proven experience of successfully managing and delivering a wide range of complex and high value projects, within a diverse workload, to a structured project management process | √ |  |
| Extensive knowledge of project management methodologies and techniques | √ |  |
| Experience of accounting for budgets, monitoring spend and providing financial and statistical information to others | √ |  |
| Strong communication and interpersonal skills to initiate and develop positive and effective working relationships, both internal and external, influencing and negotiating with others | √ |  |
| Experience of working closely with stakeholders, developing working relationships and partnerships to deliver excellent services | √ |  |
| Organisational skills to work under high pressure to complete tasks, projects and work plans to conflicting deadlines without direct line management, re-prioritising own work, and that of teams | √ |  |
| Ability to contribute to and develop strategies and translate them into effective operational plans | √ |  |
| Analytical skills to interpret complex information and situations, draw conclusions and make recommendations for action | √ |  |
| Initiative to work independently, working imaginatively and creatively to solve a range of problems to work though risks and make decisions and/or recommendations as appropriate, where a solution may not be immediately obvious | √ |  |
| Ability to produce high quality, accurate and precise documents to very tight deadlines.  | √ |  |

**CRITERIA FOR INTERVIEW AND OTHER ASSESSMENT METHODS**

**The short-listing criteria listed plus the following:**

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| **ASSESSMENT****METHOD** | **CRITERIA** |
| Test/Assessment | Production of high quality work and use of all aspects of Microsoft Office  |
| Interview | Ability to line manage teams of dispersed staff  |
| Interview | Excellent organisational skills and the ability to identify and manage priorities and adapt to changing circumstances and demands |
| Interview | Knowledge and understanding of the handling of confidential and sensitive information and the General Data Protection Regulations / Freedom of Information Act |