

**Change Programme Manager – Information Governance**

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| **Job Title:** | Change Programme Manager – Information Governance | **Date:** | July 2019 |
| **Reporting Line:** | Assistant Director of Information Governance and Data Protection Officer | **Salary:** | Grade 11  |
| **Team:** | Information Governance | **Business Area:** | Legal and Governance |
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| JOB PURPOSE |
| The Change Programme Manager is responsible for delivering the outcomes and benefits of the Information Strategy and defining the programme of work to support this. These outcomes are both internal; improving the way information governance is managed within the GMCA and external; revolutionising the way information is managed across Greater Manchester. You will instigate and harness a change in culture and behaviour delivering through plans and policies which are aligned with and facilitate the delivery of Greater Manchester’s’ Strategic Plans, with an aim to adapt best national and international practices, ensuring that interventions are evidence based and designed around organisation and system need. You will develop, manage and successfully deliver complex programmes or major projects taking direct responsibility for the successful delivery of all elements, to specified levels of time, budget and quality. The role holder, will provide strategic support to the Assistant Director of IG and DPO and will own the delivery of the benefits of the programme and ensure that they are successfully realised across the GMCA and GM.The role holder will ensure that change is delivered effectively by working with relevant project teams and persons, and key stakeholders within the GMCA, across GM and where appropriate, nationally. Ensuring the doing it ‘once at GM’ principle is embedded in any new process and/or service design and developing the GM Information Framework to encourage the delivery of excellence in Information governance and management in GM. The ability to form effective professional relationships are crucial to the success of the programme and the realisation of the benefits. The Change Programme Manager will champion the programme and drive its delivery ensuring that change is adopted and embedded in a sustainable way driving transformational business change.This role will work to promote a positive culture and holistic approach that embodies the ambitions of the GMCA. |

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| **KEY RELATIONSHIPS** |
| * Senior Leadership Teams
* Senior Managers from across GM’s public sector and stakeholders/partners
* Senior Managers and staff within GMCA
* National Bodies
* Government Departments
* Internal and external customer groups and strategic partners
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| **KEY RESPONSIBILITIES**  |
| * Successfully lead and affect change throughout the GMCA and Greater Manchester in delivering the outcomes and benefits of the Greater Manchester Information Strategy and Framework
* Provide strong leadership to programme resources, framework partners and consultants, defining work, ensuring deadlines are understood and adhered to and that the programme outcomes are clearly articulated and understood.
* Motivate and develop staff members through strong leadership and example, identifying and agreeing training and development needs as required.
* Coordinate the work of other GMCA Information Governance staff members and have line management responsibilities.
* Manage resources effectively and deploy and co-ordinate resources in a well-planned and controlled manner, ensuring that programme and project requirements and resource levels are fully identified and addressed, including staffing, financial, governance and external supplier arrangements.
* Play a key strategic role in the development of new initiatives, and integrate them into the programme to support the vision, objectives and core values of the GMCA.
* Develop and maintain effective relationships with Senior Responsible Officers and other key stakeholders including residents, ensuring clear and effective channels of communication.
* Manage the successful delivery of the programme on time, to budget and of the right quality using appropriate programme and project management methodologies, taking responsibility for all reports to the programme board and other senior management boards.
* Maintain control of the Programme scope through an effective change control process, consulting with key stakeholders as needed.
* Take ownership for the outcomes of the programme and the benefits it will deliver
* Establish effective mechanisms for tracking return on investments and for measuring benefits realisation on a programme level, to evaluate the success of the change and to provide confidence and assurance to programme governance.
* Future proof programme and project delivery within the Information Governance service by embedding an effective and consistent approach to programme and project management.
* Personal commitment to continuous self-development and service improvement.

**NB:** This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required. |
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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |
| **Knowledge & Experience** * Significant experience working in a senior role within an organisation, demonstrating the ability to operate effectively with other senior members of staff to achieve established outcomes
* Proven experience of successfully managing and delivering a wide range of complex and large-scale business change programmes within a diverse workload to a structured project management methodology to ensure the delivery of agreed programme outcomes and benefits
* “Managing Successful Programmes” (MSP) or equivalent (Desirable)
* Demonstrate the ability to enable and embed process change within an organisation
* Experience of working effectively in a political environment, working with elected members, and in cooperation with public sector, third sector and private sector partners and stakeholders.
* Experience of ensuring high professional standards are maintained and compliance with appropriate procedures and statutory requirements.
* Knowledge of and experience in managing multiple, complex projects and/or a diverse workload, achieving objectives to time and quality
* Extensive and proven experience of business planning and development and management of resilient teams
* Demonstrates an understanding of the commissioning role as deployed across the Directorates and its role in market development and delivery of effective and efficient services whilst maintaining the core values of the GMCA.
* Experience of developing, implementing and managing income generating Service Level Agreements.
* Experience of evaluating options, assessing risk and determining appropriate actions based on delivering the outcomes of the programme
* Strong experience of risk management including the ability to put effective mitigations in place, confidence in owning risks and the ability to influence the appropriate stakeholder to own and manage programme risks
* Understanding of team development and how to adapt your leadership and management style to best deliver programme outcomes and project outputs

**Skills & Behaviours** * Ability to control numerous projects simultaneously to budget and deadline, whilst maintaining excellent quality control and working with a wide range of partners.
* Evidence of thinking cross-functionally and cross-organisationally, beyond one’s own professional areas of specialism to conceptualise new, collaborative ways of achieving shared goals.
* Well-developed influencing and persuasive skills and ability to offer a persuasive argument both with internal and external stakeholders in order to achieve key milestones whilst retaining a positive attitude and relationship.
* Proven ability in managing relationships with project stakeholders at all levels of seniority through effective oral and written communication.
* Effective development, management and staff motivation, providing strong leadership and direction to the team. Proven ability to secure and direct resources to fulfil work requirements over a wide area of service.
* Excellent financial planning skills to develop short, medium and long term financial plans with an ability to budget proactively with large, high-risk or volatile elements being identified and cross-referenced to operational activity.
* Personally champion change, encouraging and supporting team members and stakeholders to make it happen
* Ability to manage resources which are shared across multiple projects, objectively identifying project need based on outputs and benefits
* Ability to prioritise projects based on the overall need of the programme, and to be flexible to changing internal and external influences to re-prioritise whilst maintaining focus on the overall outcomes and benefits.
* Proven ability to cultivate professional relationships with a mixture of stakeholders in order to generate excitement regarding the programme outcomes and gain buy in from senior stakeholders to give the programme the best chance of achieving its aims
* Through your meticulous approach to change management, provide assurances to executive members of staff through effective reporting to build confidence in the programme and lay the foundations for further potential funding and support
* Occasional requirement to attend residential training courses
* To be willing to work flexibly as occasional evening and weekend working may be required
* Willingness and ability to travel across the county when required, within a reasonable time to meet the role demands (individuals providing their own vehicle for use will be eligible for casual car user rate)
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**Corporate Duties**

Avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

Safeguard at all times confidentiality of information relating to staff and pensioners.

Refrain from smoking in any areas of Service premises.

Behave in a manner that ensures the security of property and resources.

Abide by all relevant Service Policies and Procedures.

**Records Management/ Data Protection -** As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

**Confidentiality and Information Security -** As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.

**Data Quality -** All staff are personally responsiblefor the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.

**Health and Safety -** All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service’s undertakings.

**Service Policies -** All GMCA employees must observe and adhere to the provisions outlined in these policies.

**Equal Opportunities -** GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background