

Job Description



Job Title: Programme Manager –	Service Area: Change and Insight	
Directorate: People, Policy & Performance	Post Number: TBC	Evaluation Number: JE no - LBN 314 (linked to 303)
Grade: SMRA	Date last updated: November 2020	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

1. Drive system wide change through a passion and commitment to equalities and diversity.
2. Provide strategic direction and leadership on relevant programmes and projects.
3. Lead the programme team encouraging innovation and supporting change.
4. Ensure the delivery of the programme plan in line with the Council's objectives and targets.

5. Build strategic relationships with stakeholders and effectively influence to deliver improved services and outcomes for residents.
6. Manage people, delegated budgets and other resources, utilising them innovatively and creatively to benefit residents, ensuring expenditure is contained within budget and risk and need are balanced, to deliver the best outcomes for service users.

Job Summary

1. The postholder will report into the Director of Change & Insight
2. The postholder will have line management of the NGDP placements and the delivery of the programme
3. The Council is moving towards becoming a community wealth building based organisation. This will involve moving away from traditional service delivery towards providing services in a more innovative, customer outcome focussed manner, in order to achieve efficiencies and value for money.
4. The postholder will be expected to co-ordinate internal capability and external partnerships for the business to deliver effective change and realisation of projected benefits. The role will oversee all aspects of an ongoing programme, from its development to implementing program activities. Furthermore, it will ensure the programme is progressed to a consistently high standard, within budget, that objectives are met on time, suiting the council's policies and objectives. Finally the role will make sure the programme meets professional and industry standards.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. Plan and design the programme and proactively monitoring its progress, resolving issues and initiating appropriate corrective action.
2. Define the programme's governance arrangements.
3. Ensure effective quality assurance and the overall integrity of the programme - focusing inwardly on the internal consistency of the programme, and outwardly on its coherence with infrastructure planning, interfaces with other programmes and corporate, technical and specialist standards

4. Managing the programme's budget on behalf of the SRO, monitoring expenditure and costs against delivered and realised benefits as the programme progresses.
5. Keeping up with relevant subject matter and using innovative channels for sharing information across the programme.
6. Ensuring the delivery of new products or services from projects to the appropriate level of quality, on time and within budget, in accordance with the programme plan and programme governance arrangements.
7. Ensuring there is allocation of common resources and skills within the programme's individual projects
8. Manage third party contributions to the programme and communications with all stakeholders
9. Manage both the dependencies and the interfaces between projects and risks to the programme's successful outcome.
10. Working with the business change manager or equivalent on the transition to the new business as usual position.
11. Initiate extra activities and other management interventions wherever gaps in the programme are identified or issues arise.
12. Report the progress of the programme at regular intervals to the SRO or programme sponsor.

Personal Specification



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Directorate: People Policy and Performance	Post Number: TBC	Evaluation Number: LBN 303
Grade: SMRA	Date last updated: October 2020	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	Desirable	METHOD OF ASSESSMENT
KNOWLEDGE: Knowledge of risk management and experience of managing risk Awareness of information governance issues and legislation.		Application and Interview Application and Interview Application and Interview

<p>An understanding of the political context and environment.</p> <p>An understanding of procurement processes and principles</p>		<p>Application and Interview</p>
<p>EDUCATION/QUALIFICATIONS</p> <p>Educated to degree level or equivalent level of work experience relevant to the field.</p>		<p>Application and Interview</p>
<p>SKILLS AND ABILITIES:</p> <p>EXPERIENCE:</p> <p>Experience of delivering large, complex, multi-stakeholder programmes using proven programme management techniques.</p> <p>Financial awareness and budget management experience.</p> <p>Extensive knowledge of innovative equality and diversity interventions.</p> <p>Awareness of their own responsibilities and accountabilities when working at senior management level and experience of engaging with stakeholders, including in a political environment.</p> <p>Understanding the organisation's vision and goals and is able to translate this into effective service delivery and business innovation at a senior level and with partners.</p> <p>Providing clear measures of success and delivering constructive performance feedback in order to achieve identified aspirations and outcomes for service users.</p>		<p>Application and Interview</p> <p>Application and interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>

<p>Managing and planning the use of resources effectively, including those not directly under control of the programme.</p> <p>A positive and proactive approach to equality of opportunity for both service users and staff, including assessing the equality impact of proposals and service changes</p>		<p>Application and Interview</p> <p>Application and Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Able to develop and apply the organisational and political nous needed to influence, shape and deliver the programme.</p> <p>Credible, self-starting and able to ‘read the room’.</p> <p>Act as a role model for good equalities practice and thinking whilst tangibly adding to the programme content in the context of the other priorities and work of the Council.</p> <p>Has a high degree of personal integrity.</p> <p>Shows a resilience and tenacity under pressure.</p> <p>Demonstrates strong interpersonal and networking styles.</p> <p>Demonstrates strong commitment to the promotion of equal opportunities and exemplifies Newham’s ‘values’</p>		<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>OTHER SPECIAL REQUIREMENTS: N/A</p>		