

Job Description

Job title	Senior Programme Manager
Directorate	BUSINESS : Business Support
Division	Finance and Business Improvement
Range	MPR 8
Reports to	Chief Information Officer

Main purpose of the job:

The Senior Programme Manager plays a critical role in guiding organisational decision-making and influencing the development of longer-term strategic plans and programmes within an evolving, complex, and varied work environment. You will take responsibility for delivering scalable programmes for the organisation, that establish sustainable delivery flows during and beyond the programme lifetime. You will lead and embed a programme management culture that enables change and delivery of strategic priorities.

You will be able to use business needs and innovative analysis to align programmes with organisational strategy and vision building consensus between diverse stakeholders. This will include identifying, challenging, and addressing inefficiencies in programmes, to support continuous improvement and optimal performance. You will develop complex benefit scenarios to ensure commercial management is sustainably delivered during and after the programme, holding senior leaders and partners to account where necessary.

By fostering strong relationships with stakeholders and demonstrating best practices, the Senior Programme Manager helps lead change management within the council. You will manage complex and difficult discussions to ensure that programmes are delivered in time, on budget, and enable sustainable change. You will champion programme management, challenging constraints to identify and quantify potential business benefits.

You will lead on the identification of appropriate programme deliverables and assign suitable personnel to meet these throughout the programme lifecycle. By organising and leading teams across the council to plan their capacity and create optimal team composition based on situational needs, you will assure the delivery of programmes that ensure governance and compliance with identified requirements, standards, and legislation.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Strategy Formulation: Guide and evaluate strategy development and the strategic ownership and development of programmes in an evolving, complex, and unpredictable environment to ensure alignment with the organisational strategy and vision.

Commercial Management: Define approaches for commercial management in programmes, ensuring commercial considerations are integrated into decision-making processes and create sustainable outcomes.

Communication: You can hold complex discussions with stakeholders, using your knowledge of programme management, external influences, and technology to create understanding of the need for change.

Financial Management: You can lead the development of complex benefit scenarios ensuring that financial costs are understood and value is delivered as part of strategic programmes.

Support Models: Develop a programme management culture within the council, ensuring consistent and effective programme delivery.

Delivery Flow: Identify and create opportunities to develop and deliver programmes that support organisational objectives, while collaborating across the organisation to fulfil meaningful goals

Process Improvement: Champion process review to ensure they deliver value, making decisions that help build consensus across stakeholders with different needs.

Programme Planning: Embed strategies that champion the importance of programme management to deliver value and financial sustainability within the council.

Change Leadership: Responsibility for delivering scalable programmes for the organisation, that establish sustainable change during and beyond the programme lifetime.

Governance and assurance: Champion the importance of governance and assurance mechanisms within programmes, challenging teams, services, or stakeholders that are not considering it.

Continuous self-learning: you should keep up to date with technical developments, enhance your skills, and take responsibility for your own professional development.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Chief Information Officer

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

A degree in a relevant subject such as business analysis, business administration, project management etc or relevant experience in a programme management working environment

Level B (in addition to level A criteria)

Evidence of starting a relevant course at a Level 7 or above

Level C (in addition to levels A and B)

A qualification in a relevant subject at a Level 7 or above

Knowledge

Level A

You will understand the psychology between organisations (private or public) or highly independent and diverse stakeholders and have strong mediation skills

You can demonstrate a strong understanding of business issues, events and activities and their short to long term impact for the council and programmes

Level B (in addition to level A criteria)

You demonstrate a good understanding of how technology, products and services are built, selecting a range of communication methods to explain this to stakeholders at all levels

You continue to develop your knowledge through practical application of skills

Level C (in addition to levels A and B)

You understand the granularity of existing and proposed contracts to explain the benefits and the value delivered as part of strategic programmes, ensuring they are monitored and delivered

You understand the granularity of financial costs and the value delivered as part of strategic programmes, ensuring they are monitored and delivered

You understand and champion the importance and need for delivery flow leading on organisation wide approaches to ensure it is embedded in programmes

You understand and champion the importance of reviewing processes to ensure they deliver value, and develop and implement strategies that embed this within the council

You understand and champion the importance of planning to deliver programmes and projects, and implement strategies that embed this within the council

You understand and champion the importance of governance and assurance to deliver programmes and projects, and implement strategies that embed this within the council

You continue to develop your knowledge through practical application of skills

Experience

Level A

Managing multi-disciplinary teams, often in a matrix management style, to deliver complex programmes across organisations and partnerships

Taking a strategic lead of programmes taking place at the same time

Mentoring and providing guidance to other programme officers at a variety of ranges

Extensive experience of using specialist software and tools to manage and monitor programmes and their outcomes

Level B (in addition to level A criteria)

Leading complex discussions with stakeholders to define programmes and their outcomes

Contributing to policy, strategy and programme development

Evidence of using data, research, and organisational information to add value and insight to programmes

Level C (in addition to levels A and B)

Leading the development of a robust programme management culture within an organisation

You can establish processes, standards and approaches for programme management

Skills

Level A

You can coach and lead teams in Agile and Lean practices, determining the right approach for the team to take and evaluating this through the life of a programme or project

You can communicate negative and positive information to stakeholders

You can expertly set and identify the ethical considerations of potential programmes and projects.

You can ensure project management approaches are used to influence the prioritisation of complex requirement sets, enabling long-term strategic decision making and short-term tactical fixes

You can ensure performance management approaches are used to influence the prioritisation of complex requirement sets, enabling long-term strategic decision making and short-term tactical fixes

You can develop commercial and contractual plans for programmes, ensuring they iterate throughout the programme life cycle

You can develop agile financial plans for programmes, ensuring they iterate throughout the programme life cycle

You can make and justify decisions characterised by high levels of risk, impact and complexity during a programme or project life cycle

You can identify and create opportunities to develop and deliver programmes that support organisational objectives, while collaborating across the organisation to fulfil meaningful goals

You can make and justify decisions characterised by high levels of risk, impact and complexity about processes

You can make and justify decisions characterised by high levels of risk, impact and complexity about programme and project planning

You will challenge teams, senior leaders, and stakeholders, making full use of existing arrangements to build strong relationships to reduce or remove risk associated with not meeting governance and assurance standards as part of programmes

Level B (in addition to level A criteria)

You can act as a recognised expert and advocate for Agile approaches, continuously reflecting and challenging the team and organisation

You demonstrate a good working knowledge of the legislation applicable in this area, such as General Data Protection Regulation (GDPR) and the Data Protection Act (DPA)

You use project management approaches to ensure the proposed solutions align with the organisational strategy and vision

You use performance management approaches to ensure the proposed solutions align with the organisational strategy and vision

You can build consensus between organisations (private or public) or highly independent and diverse stakeholders as they move through stages of the programme or project life cycle

You take responsibility for delivering scalable programmes for the organisation, that establish sustainable delivery flows during and beyond the programme lifetime

You can build consensus between organisations (private or public) or highly independent and diverse stakeholders about process development, establishment, and review.

You can build consensus between organisations (private or public) or highly independent and diverse stakeholders about plan development, establishment, and review.

You will make and justify decisions characterised by high levels of risk, impact and complexity to effectively build consensus

You can analyse governance and assurance systems and add appropriate measures to ensure appropriate standards are built into all project, programme and change activity

You can develop, maintain or update strategy in response to feedback and findings

Level C (in addition to levels A and B)

You can contribute to the development of best-practice Agile approaches to ensure new and innovative ways of working to achieve the right outcomes

You can expertly translate technical concepts to non-technical audiences, so they are understood by all

You should demonstrate expert knowledge of ethics frameworks in and outside government and can advise others seeking ethical guidance

You create guidance and training to enable others to select and apply appropriate project and programme management methods

You create guidance and training to enable others to select and apply appropriate performance management techniques so they become embedded in project and programmes

You can develop complex benefit scenarios to ensure commercial management is sustainably delivered during and after the programme hold senior leaders and partners to account where necessary

You can develop complex benefit scenarios and hold senior leaders and partners to account to ensure their delivery

You can lead on programme management strategy for the whole organisation

You can coach others in the council on team dynamics and conflict resolution

You can ensure strategic objectives effectively focus on outcomes rather than solutions and activities