



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

| Post Details | |
|-----------------|---|
| Job Title | Programme Manager |
| Service | Customer and Change |
| Team | Business Change |
| Location | Shute End |
| Reports to | PMO and Portfolio Manager |
| Responsible for | Line management of 2 to 3 FTE Project Managers or graduates |
| Grade | 10 |
| Contract Type | Fixed Term (12 Months) |
| Hours | Full-Time |

| Main Accountabilities | |
|-----------------------|--|
| 1. | Responsible for supporting the daily delivery of programmes across council directorates. |
| 2. | Responsible for coordination of a strategic portfolio, working closely with the Business Change colleagues, especially the PMO and Portfolio Manager and Project Managers to ensure successful implementation and impact management. |
| 3. | Accountable for the tracking of programme level related risks across the council with appropriate escalation and facilitation of risk and assurance sessions with senior leaders to understand potential issues, seek mitigations and provide successful delivery of services. |
| 4. | Accountable for maintaining PMO framework and processes and internal project and programme management expertise that will ensure WBC has a sustainable, long-term approach to programme and project management. |
| 5. | Leading, motivating, and developing staff involved with projects and programmes in line with delivery requirements, to achieve consistently high employee engagement and performance, including line management responsibilities if required. |
| 6. | Contributing to strategy, performance and quality control, and service and financial planning for specialist areas. |
| 7. | Working collaboratively with colleagues and have strong stakeholder management skills e.g. with Members, Partners, other stakeholders. |
| 8. | Assisting the development of the Service across the organisation including mentoring staff in order to improve delivery of programmes and support career development. |





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| 9. | To undertake any other duties commensurate with the general levels of responsibility of the post. |
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| Person Specification | Essential | Desirable |
|---------------------------------|--|---|
| Education/Qualifications | Relevant programme and project management qualification or skills and experience (MSP or similar). | Member of a relevant professional body or chartered institute. |
| | Educated to degree level (or be able to demonstrate equivalent knowledge, skills and aptitude). | Knowledge of local government and particularly transformational Government and efficiency agenda. |
| | | Relevant change management qualification or skills and experience (Prosci or similar.) |
| Experience | Proven ability in managing projects, programmes, other managers, and staff to achieve agreed outputs, within budget, including benefit realisation. | |
| | Programme and project management experience with evidence of successful delivery of significant and complex projects including the identification, recording and tracking of expected benefits from the project during the project lifetime. | |
| | Demonstrable ability to prioritise projects and activities including the ability to handle competing claims on time, and to keep calm in a crisis or difficult or challenging situations. | |
| | Demonstrable ability to analyse and evaluate complex information from a range of sources in order to form judgements and make decisions. | |
| | Experience of using Microsoft applications including MS Word, MS Excel, MS Project, MS Visio, MS PowerPoint. | |
| | Experience of application of a recognised project and/or programme management methodology. | |
| | Proven experience of programme management, liaising with managers and staff at all levels. | |
| | Experience of line managing staff. | |
| | Proven experience and evidence of working with 3rd party providers, partners, suppliers or consultants in the delivery of significant and complex projects. | |





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| Skills/Knowledge | Able to pass on knowledge to colleagues in a clear and controlled manner. | A knowledge of Business Improvement and supporting technologies would be an advantage. |
| | Highly developed organisational Skills. | Knowledge or understanding of the ADKAR approach to change. |
| | Good communication skills with the ability to express views clearly orally and in writing, to prepare reports and briefing notes for presentation to project groups, at programme level, to senior managers or elected members. | |
| | Good inter-personal skills with the ability to work with all stakeholders including Councillors, Directors, Heads of Service, officers, contractors, partners to agree and deliver the required outputs. | |
| | Computer literate including experience of using IT systems and Microsoft Office software (e.g. MS Word, MS Excel, MS Outlook, MS Project & MS Visio). | |
| | Ability to produce clear and concise documentation. | |
| Behaviours/Attributes | Ability to work on own initiative, to solve problems, and to take decisions to secure required results. | |
| | Demonstrable ability to work in a Team. | |
| | Ability to give support, advice and assistance on project and programme management methodologies. | |

| Purpose Details | |
|------------------------|--|
| Service Purpose | To apply, share and champion our programme and change management expertise, to enable the organisation to successfully deliver large-scale transformation, change and continuous improvement, resulting in financial efficiencies and better outcomes for our residents. |
| Role Purpose | <p>The role ensures the successful delivery and monitoring of core strategic programmes within a portfolio of change. The role will focus on programme objectives, programme level risk and issue management and benefits to be owned, measured and tracked. The role will engage with cross-functional senior stakeholders to drive good governance across the programmes and ensure information is clear and transparent, support change management, maximise opportunities, escalate issues and address any resourcing impacts.</p> <p>The role will assure the quality and accuracy of reporting across programmes and projects, capture and disseminate lessons learned and emerging best practice to drive present and future programme development.</p> |





Supervision and Relationships

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| Supervision Received | This post will report to the PMO and Portfolio Manager and will receive strategic and operational guidance. |
| Supervision Given | This post will be responsible for approximately 2-3 FTE but this can be more at times if Fixed Term Contracts are added. |
| Contacts | This post will interact with stakeholders at all levels in the organisation and external stakeholders and partners. |

Resources/Budget Management

This role will support the Finance Business Partners in monitoring budget spend on projects and programmes.

Special Requirements

Some evening work or attending evening meetings may be required on occasion.

Occupational Health Risk Assessment

Details

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|---|---|
| Skin/Respiratory Sensitisers | N |
| Working at Height | N |
| Exposure to Noise (>80-85dB) | N |
| Confined Spaces | N |
| Frequent Display Screen Equipment Use | Y |
| Driving for Work | N |
| Hand Arm Vibration | N |
| Lone Working | N |
| Healthcare/Social Contact with Patients | N |
| Blood Borne Viruses Exposure | N |
| Food Handling | N |
| Working with Animals | N |
| Specialised Medical Screening | N |
| Night Working | N |
| Safety Critical Work | N |





WOKINGHAM
BOROUGH COUNCIL

| Nature of the Role | Details |
|--|----------------------------|
| Healthcare or Hospital Work | N |
| Working with Children (under 18) | N |
| Working with Elderly/Vulnerable Adults | N |
| Work Environment Details | Shute End and home working |

| Role Involvement | Details |
|--|---------|
| Working with Children | N |
| Working with Vulnerable Adults | N |
| Both of the Above | N |
| Providing Care/Supervision for Children | N |
| Providing Care/Supervision for Vulnerable Adults | N |
| Both of the Above | N |
| None of the Above | N |

| Disclosure and Barring Service (DBS) | Details |
|--------------------------------------|--|
| DBS Requirement | N/A |
| Eligibility Tool | Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK) |

| Re-checks |
|-----------|
| N/A |

| Evaluation Declaration | |
|------------------------|-------------------|
| Date of Evaluation: | <DD/MM/YYYY> |
| Evaluated by: | <Name, job title> |

