Working at Broadland District Council and South Norfolk Council

Job Role: Programme Manager

Department: Transformation and Innovation

Directorate: Resources

Purpose:

As a Programme Manager, you will be responsible for coordinating the successful delivery of a programme and ensuring its expected outcomes and benefits are achieved. This involves effectively scoping, planning, and managing the programme to meet agreed criteria in terms of quality, cost, and time, while reconciling any interdependencies.

As a programme manager you will lead a cross organisational programme team ensuring all project managers have clarity on their role and the projects they are required to deliver upon.

Main duties and responsibilities:

• Responsible for coordinating the successful delivery of a programme and its expected outcomes and benefit. Ensuring the programme is effectively scoped, planned and managed to deliver against agreed criteria in respect of quality, cost and time and reconciling any interdependencies.

• Using appropriate programme methodology and practices ensure the effective delivery of a programme of interrelated projects.

• Support and mentor the project manager allocated to your programme to assess, monitor and manage, activities, budget, timescales, risks and issues, comms and resources. Adjusting the project plans as needed, measuring project performance to identify areas for improvement.

• Feedback and contribute via the Programme Management Office to the continuous development of our project and programme management framework.

• In line with the project management framework ensure that the documentation and processes to support the way we deliver projects are implemented properly across the programme.

• Undertake in-depth external and internal research to inform and develop business cases, including financials resource requirement to support the development of project plans which deliver on key council objectives.

• Once implemented, ensure the programmes is appropriately closed down and an effective handover to business-as-usual takes place. This close down should include an evaluation of project success, feeding back the outcomes and any lesson learned through the Programme Management Office and out to the wider project management network to enhance shared learning.

• Be able to produce and present reports covering the status of the programme to relevant forums as requested. These may include but not be limited to highlight reporting through the project governance structure, Members in both formal and informal Council meetings, Senior Managers as well as the wider organisation.

• As a programme manager you may also be required to act as a project manager and be responsible for the day-to-day management of specific projects and as such should be able to manage and deliver on smaller projects concurrently.

• Be a valued member of the project network, working with your peer group to share best practice, lessons learned and become a peer support group.

Role specific qualifications, experience, skills and abilities

Criteria	Essential or Desirable	
Education and Qualifications		
Educated to degree level in a relevant subject or equivalent level of qualification or significant equivalent previous proven experience.	E	
A formal qualification in project management or equivalent experience and training.	E	
Experience and Knowledge		
Experience in managing complex programmes of projects.	E	
Demonstrable experience and competence in financial management of Projects.	E	
Experience of leading projects to deliver large-scale change and benefits.	E	
Experience of project implementation across the full project lifecycle.	E	
Demonstrable experience of managing project teams in a complex environment to achieve excellent outcomes in a fast-paced delivery environment.	E	
Skills, Abilities and Competencies		
Effective coordinator with experience of managing interdependencies.	E	
The ability to work at pace with resilience.	E	
Strategic thinker with the ability to challenge constructively.	E	
Change Management implementation skills.		D
Demonstrable commitment to continuous professional learning and development.		D
One Team Values and Behaviours		
Passionate and flexible	E	
Trustworthy and respectful	E	
Customer focused	E	
Collaborative	E	
Big and bold thinker	E	
Entrepreneurial and commercial	E	

DATE: March 2025