Programme Manager
Programmes and Projects Team, Business Change

£41,551 - £51,936
Working 36.50 Hrs per week

An exciting opportunity has arisen for a highly motivated, enthusiastic and adaptable Programme Manager to support Birmingham City Council’s People Directorate to deliver their challenging portfolio of change.

The successful candidate will join the leadership of a fast paced and responsive Programme and Projects Team which works across our People directorate, the wider council and with our external partners to improve outcomes to our citizens. Our team, which forms part of the Business Change function, is responsible for structuring, coordinating and managing the delivery of major change and improvement programmes to drive efficiencies and improve outcomes and practice.

You will have a proven track record of delivering high complex and high risk programmes; confident in deploying a range of programme/project tools and approaches to drive forward and support delivery, focusing on strong governance, effective planning, and dependency, risk and issue management.

You will lead a team of project managers, business analysts and project officers ensuring the team are well managed and high performing and that change projects are delivered to agreed standards of time, quality and resources. You will be excellent at effective prioritisation of competing workloads, making decisions that result in the most value to our customers.

We are looking for a highly motivated and effective self-starter, who can work across diverse services and subject areas, have an ability to build effective working relationships with Directors, Senior Managers and Partners quickly, engage effectively with our support functions, and show excellent stakeholder management and leadership skills.

Location: The role will be based at Birmingham City Council’s 10 Woodcock St office, in the City Centre. Travel across the city will be required.

For informal enquires email Gemma Bains - Gemma.Bains@birmingham.gov.uk

Ref: A4722016J

Closing Date: 09 September 2016

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”

“The City Council is currently consulting on potential changes to its terms and conditions (in line with its s.188 notice) which may have an impact on any contract of employment that is offered should the candidate be successful”
People Directorate

Job Description

Post: Programme Manager

Salary/Grade: 6

Division: Business Change

Section: Programme and Projects

1. Job Purpose

1.1 To manage and continually develop the Project and Programme Support Service/Team to ensure the best use of resources that delivers value for money. To ensure the provision of effective, consistent and delivery-focused professional support that enables successful outcomes for service users to be achieved.

1.2 To support the People Directorate and wider council with identifying and defining programmes of work that will radically improve the operational efficiency of the business

1.3 To support the People Directorate Leadership Team in delivering consistent standards of governance and promote the Improvement agenda working with the wider council and partners to facilitate change

2. Duties and Responsibilities

2.1 To have a lead role in the continuous development of the Project and Programmes function to ensure it continues to provide value for money and facilitates the implementation of change across the Directorate. This will include strategic lead responsibility for allocated functions, such as programme/project management and associated activities

2.2 To be responsible with supporting the business to define whole programmes of work ensuring governance, risks, issues, benefits and dependencies are identified, understood and managed accordingly

2.3 To ensure the effective management and coordination of allocated programme and project staffing resources, including responsibility for
recruitment & selection, induction, performance management, disciplinary, identification and planning of training needs and ensure clear pathways for development and progression.

2.4 To work with the Head of Programmes and other Managers to ensure that efficient, effective and consistent programme and projects methodologies, governance and processes are established, maintained and reviewed to meet the needs of the business.

2.5 To have a lead role in the management and implementation of change within the Business Change division, including the identification of opportunities to improve the services and the development and implementation of processes for effective integration, communications and engagement.

2.6 To attend internal and external meetings as required to support the Head of Programmes and the People Directorates leadership team, including participation in corporate working groups and contributing to the development, implementation and review of citywide and Directorate policies and procedures to comply with the relevant legislation.

2.7 To manage budgets relating to the Programmes and Project Office ensuring efficient and effective systems are established, maintained and reviewed in respect of division finances, and to take a lead role in communicating and raising awareness of the Council’s Financial Regulations and Standing Orders.

2.8 To manage and monitor safety and security in those offices under the post-holder’s control, including the provision of fire and risk assessments, adhering to aggression guidelines, responding to local emergency situations and the reporting of necessary repairs and maintenance.

2.9 To support the development and improvement of IT systems in conjunction with Directorate and Corporate Centres.

2.10 Development and monitoring of the Business Agreements for both internal & external partners.

2.11 To carry out regular supervision, performance management and other relevant BCC management procedures, ensuring that staff are delivering services to the required standard and are flexible and proactive in their approach.

2.12 To ensure that governance process are in place and adhered to by all staff and ensure quality of services provided.
3. **Supervision Received**

3.1 **Supervising Officer Job Title:** Head of Programmes

3.2 **Level of Supervision**

3.2 Plan own work to ensure the meeting of defined objectives.

4. **Supervision Given** (excludes those who are indirectly supervised i.e. through others).

<table>
<thead>
<tr>
<th>POST TITLE</th>
<th>GRADE</th>
<th>NO. OF POSTS</th>
<th>LEVEL OF SUPERVISION*</th>
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</table>
| Project Manager.            | GR5   |              | Left to work within established guidelines |supervisor
| Business Analyst            | GR5   |              |                                            |
| Project Officer             | GR4   |              |                                            |
| Project Support Assistant   | GR3   |              |                                            |

- A Disclosure and Barring Service check will be undertaken.

- Observance of the **City Council’s Equal Opportunities Policy** will be required.
## People Directorate

### Person Specification

**Post:** Programme Manager  
**Grade:** 6  
**Division:** Business Change  
**Section:** Projects and Programmes

*Method of Assessment (M.O.A.) A.F. = Application Form; I = Interview; T. = Test or Exercise; C. = Certificate; P. = Presentation.*

### Section 1 – Experience, abilities, knowledge and qualifications / training

<table>
<thead>
<tr>
<th>1.1</th>
<th><strong>Experience / Knowledge</strong> (relevant work and other experience)</th>
<th>MOA</th>
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<tbody>
<tr>
<td>1.1.1</td>
<td>A proven track record in the development and delivery of services and the successful management and implementation of change programmes.</td>
<td>AF/I</td>
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<tr>
<td>1.1.2</td>
<td>Experience of the leadership and management of diverse group’s e.g. multi-functional project teams and boards etc. Maximising the use of resources and delivering value for money.</td>
<td>AF/I</td>
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<tr>
<td>1.1.3</td>
<td>Experience of successful budget control and financial management and an ability to balance budgets against conflicting priorities.</td>
<td>AF/I/T</td>
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<td>1.1.4</td>
<td>Demonstrated understanding of the statutory Local Government framework, policies and procedures and of the changes influencing the provision of services.</td>
<td>AF/I</td>
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<tr>
<td>1.1.5</td>
<td>Knowledge skills and experience of project and programme practices and associated tools and techniques including strategic planning skills and experience of project design.</td>
<td>AF/I</td>
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<tr>
<td>1.1.6</td>
<td>Knowledge of relevant legislation and their implications for the Directorate (e.g. FOI, Data Protection Act, Health and Safety).</td>
<td>AF/I</td>
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1.1. A degree level qualification in a relevant field or equivalent experience is required plus extensive experience in leadership/management/project management.

### 1.2 Skills and Abilities

1.2.1. Proven skills in leadership and management, including effective decision making and business planning and an ability to successfully lead teams through change and uncertainty.

1.2.2. High level verbal and written communication skills in order to deliver management communications to a wide range of audiences. Consulting skills including relationship building data analysis solution development change management performance measurement and benefits realisation.

1.2.3. Proven skills in influencing, persuading and negotiating with a variety of stakeholders and across a wide range of disciplines in order to manage and implement change programmes.

1.2.4. An ability to proactively identify opportunities to improve services and an ability to develop strategies to manage change.

1.2.5. Ability to deal with sensitive situations (e.g. corporate demands/pressures) and an ability to manage expectations and conflicting priorities/interests.

1.2.6. Ability to lead the integration of business units, working practices and teams with a clear focus on business needs and addressing behavioural and cultural barriers to success.

1.2.7. Ability to develop and maintain high standards of professional relationships with teams, individuals and customers.

1.2.8. Ability to instil a customer focus and improve skills and delivery, acting as an enabler across a large service and ensuring a culture of continuous improvement whilst contributing to directorate savings through process efficiencies and the development of self-service tools.

1.2.9. Ability to effectively challenge poor performance and deploy resources to match business needs and achieve business priority outcomes.

1.2.10. Ability to develop own skills and standards through reflection, seeking feedback and actively working with manager to improve and stretch.

1.2.11. Ability to access and manipulate data to create intelligence that supports decision making at all levels, enabling the organisation to change rapidly and meet changing demands.