



# JOB PROFILE

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<b>Post Title:</b>	Programme Manager
<b>Portfolio:</b>	Programme Management Office
<b>Responsible to:</b>	Head of Programme Management Office
<b>Responsible for:</b>	Project Managers, Project Support Officers, Technical Resource
<b>Grade:</b>	Band F

## Job Purpose

To improve the lives of all within our community and help the island thrive by successfully delivering change through effective programme management.

## Main Duties and Responsibilities

1. Develop and effectively manage delivery of programmes for given areas of responsibility and as assigned by the Head of Programme Management Office to deliver identified benefits aligned with the strategic objectives.
2. Establish programme specific governance in line with established arrangements for portfolio, programmes and projects. Ensuring that relevant roles, responsibilities and accountabilities are defined and aligned to organisational practice.
3. Develop and maintain project plans, scopes, and schedules (in line with programme, portfolio and strategic objectives) taking account of technical feasibility, key dependencies, stakeholders and resources.
4. Actively manage programme risks, issues, dependencies, interfaces, assumptions and decisions.
5. Work closely with the Treasury on the investment and funding requirements of the programme. Measure and report on project performance, budgets and forecasts, using appropriate systems, tools, and techniques as required by the governance structures.
6. Identify, monitor and engage internal and external stakeholders (including funding agencies, and relevant local and international partner organisations) to ensure successful programme delivery and buy in. Oversee communications, stakeholder engagement, social media and community engagement activities.
7. Actively engage with, and report to, the Senior Responsible Owner, Programme Board and Donor Funders, ensuring accurate, timely and relevant information is effectively managed and communicated.
8. Ensure effective assurance of the overall integrity of the programme. Provide assurance to programmes and projects as required, and to ensure there is coherence where necessary with projects or programmes being delivered by other Programme Managers.



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9. Ensure appropriate specialist advice and guidance is acquired at the relevant stages within the delivery of the programme and individual projects. Facilitate the appointment of individuals to project teams and ensure there is allocation of common resources and skills within the programme's individual projects.
10. Ensure the delivery of new products or services from projects is to the appropriate level of quality, on time and within budget, in accordance with the programme plan and programme governance arrangements.
11. Production of relevant and necessary project documentation as required including (but not limited to) programme outlines and reports, business cases, project briefs, terms of reference, procurement documentation, change control, and the population of agreed tools for progress reporting, risk management, stakeholder management etc.
12. Ensure projects have effective project administration and governance, including project reporting, project finance management, and other project management tools and templates.
13. Work with business change manager(s) or equivalent on the transition to the new business as usual position.
14. Be an advocate for the approach to Programme and Project Management throughout all areas of the Public Service. Provide input into the continual improvement of portfolio, programme and project management process across the Public Service.
15. Build capacity in effective project and programme management application across the Public Service, by a combination of personal support, training, project health checks, challenge of Project Sponsors, Managers and teams.
16. Undertake all people management activities, such as absence management, managing conduct, conflict resolution, conducting appraisals etc. and completing Manager Self Service (HR21) processes as required.
17. Provide leadership, management and development to project delivery and support team members to perform their roles competently and achieve team objectives or targets.
18. Effective management of relevant consultants, contractors and suppliers to ensure delivery within agreed tolerances.
19. Lead contract management for assigned contracts and work in collaboration with Procurement and Attorney General's Chambers to ensure that supplier engagement, procurement and contract management is undertaken effectively to support delivery.

## Special Conditions

There are no special conditions associated with this role.



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This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

## Core Competency Framework

Competency	Level
<b>Professional Development:</b> Requirements for Continuous Professional Development met and when necessary submitted to Professional Institute in order to continue recognition of professional status.	iii
<b>Planning &amp; Delivery of Work:</b> Structures business or service unit to deliver key objectives and obtain and allocate resources. Defines a balanced set of targets and measures aligned with delivery plans.	v
<b>Analysis and use of Information:</b> Interprets complex written information. Able to assess the validity, relevance and limitations of different sources of evidence. Generates a range of options and appraises them based on evidence available.	iv
<b>Decision Making:</b> Thinks through the implications of decisions. Breaks down highly complex information into workable components for others. Draws together disparate information to resolve problems. Facilitates others to generate and solve problems. Empowers others to take creative decisions to meet organisational needs. Considers internal and external influences in complex decision making and problem solving. Solves problems that have significant long-term implications for the organisation.	iv
<b>Working with Others:</b> Manages relationships with key stakeholders by utilising a high level of understanding of own and other's behaviours. Develops relationships with key stakeholders. Influences key stakeholders on issues relevant to the organisation. Creates an environment which will enable delivery of shared policy outcomes.	iv
<b>Communication:</b> Promotes communication across the organisation. Negotiates to reconcile individual competing priorities. Communicates the organisation's priorities. Summarises complex information in an effective manner.	v
<b>Influencing and Persuading:</b> Ensures strategies to support a diverse workforce are implemented. Recognises and anticipates the needs of senior managers and government officials Presents unpopular messages confidently.	iv



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<p>Varies style of communication to have maximum impact on audience. Influences to maintain a balance between individual motives and directorate/departmental requirements. Integrates logic and emotion to construct and convey complex arguments in a face to face situation.</p>	
<p><b>Dealing with Change:</b> Takes wide view of strategic needs. Directs and drives organisational change. Evaluates the impact of change on the organisation. Initiates attitudinal change across the organisation. Provides appropriate support mechanisms during a period of change.</p>	v
<p><b>Continuous Improvement:</b> Keeps up to date with developments that affect SHG and anticipates what may affect it in the future. Creates an environment which allows people to improve the way they work. Creates an environment where employees and colleagues work to improve the way things are done.</p>	iv
<p><b>Managing Resources:</b> Ensures appropriate resources and levels of capability to deliver to plan. Uses management information to monitor/control resources. Supports initiatives for new and more efficient use of resources. Gains respect and credibility from team members through effective delegation, coaching and development.</p>	iv



## PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
<b>Qualifications:</b>			
A Level 4 or 5 qualification or equivalent level of demonstrable attainment or experience	E	✓	
Project or Programme Management Qualification (Prince2, MSP, Agile) or equivalent level of demonstrable attainment or experience	E	✓	
<b>Knowledge &amp; Experience:</b>			
Experience of being a programme/project lead within a programme management/project management environment	E	✓	✓
Experience of managing organisational change processes which have significant resources and strategic impact	E	✓	✓
Experience of capital, environmental, or organisational transformation project/programme management	D	✓	✓
Experience of analysing and interpreting information to develop solutions or solve problems	E	✓	✓
Experience of dealing with financial accountability and procurement systems (preferably in a public sector environment)	D	✓	
Experience of supervising a group of staff and overseeing the day-to-day running of a team	D	✓	✓
<b>Skills and Abilities:</b>			
Excellent verbal, written and presentation skills, including the ability to explain complex ideas and engage people	E	✓	✓
The ability to define and use analytics to support decision making	E		✓
Able to use professional judgement and diplomacy to make decisions	E		✓
Confident in using ICT systems relevant to role, including Management Information Systems and MS Office	E		✓
Able to plan, manage and review tasks for team members	E		✓
Strong interpersonal skills including motivational, negotiating, influencing and relationship building	E		✓
Excellent time management and planning and organisation skills	E		✓



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The ability to be creative and identify improvements and anticipate and respond to change	E		✓
Proficient at assessing problems and determining the most appropriate action	E		✓
Is approachable and confident in developing team members to acquire skills and experience	E		✓
<b>Other:</b>			
Willingness to work flexibly – some evening work may be required.	E		✓
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E		✓
Contribute to a positive working environment ensuring commitment to equality and diversity.	E		✓

### Our Values

#### FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

#### INTEGRITY

We communicate openly and we are honest, accountable and ethical.

#### TEAMWORK

We work together and we support each other.