



Coventry City Council

Job Description

Job Title:	Programme Manager –Transformation	Job Number:	P1492D
Service:	Housing & Transformation	Grade:	10

Job Purpose:

1. Work as part of a team to ensure that the Transformation function delivers the organisational vision for service delivery.
2. Drive change and continual improvement to ensure the achievement of performance objectives.
3. Provide vision, direction and leadership for the Transformation function and the wider organisation to promote a culture where the customer is at the heart of everything it does.
4. Undertake management of staff to ensure the business is as effective and efficient as possible.

Main Duties and Responsibilities:

- Determine appropriate measures of performance, both quantitative and qualitative, reflecting programme progress, strategic planning and delivery of infrastructure, channel shift and customer experience.
 - Implement and adhere to appropriate activities to ensure that all elements of the service are managed to achieve optimum performance.
 - Lead on project planning, development and review of activity across the Programme to ensure co-ordination and alignment with the budget setting processes so that outcomes are timely and effective.
 - Ensure performance management systems with appropriate levels of delegation and accountability are in place.
 - Develop policy options and practical solutions that deliver the Council's programme of change and enable the financial targets within individual projects and overall programme to be met.
 - Provide strategic financial management and advice ensuring budgets are monitored and controlled effectively within agreed procedures. Where required contribute to the medium term financial strategy and annual financial cycle.
 - Work strategically with various stakeholders including, Members, executive directors, assistant directors, service managers, trades unions and external partners to build, maintain and promote effective working relationships.
 - Making informed and consistent business focussed decisions and presenting a compelling rationale for the chosen options.
 - Drive service improvements to progress the Transformation offer to the customer and to derive maximum value.
 - Lead team members to achieve business objectives focussing on service improvement and radical change.
 - Deputise for the Head of Service and for fellow Transformation Managers
 - Any other duties and responsibilities within the range of the salary grade.
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The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for: Change Managers, Project Managers, Lead Business Analyst, Business Analysts, Project Support Officers

Responsible to: Head of Service

Date Reviewed: August 2020

Updated: August 2020



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Person Specification

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Area	Description
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Knowledge:	<ul style="list-style-type: none"> • Excellent working knowledge of change management
	<ul style="list-style-type: none"> • Thorough understanding of how to lead and motivate staff in a Transformation environment
	<ul style="list-style-type: none"> • Excellent working knowledge of project and programme management methodologies
	<ul style="list-style-type: none"> • High level of political awareness, the role of elected members and the policy context and challenges facing local government at national and local level
	<ul style="list-style-type: none"> • A good understanding of local government, the services it provides, the decision-making processes and relationships with national government
	<ul style="list-style-type: none"> • Knowledge of equal opportunities and diversity

Skills and Abilities:	<ul style="list-style-type: none"> • Ability to build and maintain critical working relationships at all levels
	<ul style="list-style-type: none"> • Proven negotiating, mentoring and coaching skills and strong influencing skills
	<ul style="list-style-type: none"> • Ability to self-manage, to enable workload organisation, prioritisation and implementation, with minimum supervision
	<ul style="list-style-type: none"> • Able to both line manage and matrix manage teams and individuals, manage stakeholders and tasks.
	<ul style="list-style-type: none"> • Able to manage financial and overall performance of programmes and projects
	<ul style="list-style-type: none"> • Able to manage changing requirements including managing multiple deadlines and conflicting demands in projects and programmes
	<ul style="list-style-type: none"> • Outstanding communication skills, including report writing and ability to communicate complex information simply
	<ul style="list-style-type: none"> • Ability to interpret the political needs of members and provide appropriate advice
	<ul style="list-style-type: none"> • Ability to work across organisational boundaries to achieve corporate objectives and promote partnership working with other key stakeholders
	<ul style="list-style-type: none"> • Ability to challenge assumptions
	<ul style="list-style-type: none"> • Ability to design, implement and support organisational arrangements that facilitate the delivery of the organisations values and goals and promote customer focused solutions
	<ul style="list-style-type: none"> • Accomplished analytical & decision-making skills which draw valid conclusions and inform performance



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	<ul style="list-style-type: none"> • Ability to be creative and commercial and contribute towards the strategic planning of the Service
	<ul style="list-style-type: none"> • To lead on best practice in the field of transformation and change

Experience:	<ul style="list-style-type: none"> • Experience of successful programme or project management
	<ul style="list-style-type: none"> • Proven experience of managing resources (including budgetary control) and managing the delivery of high performance through people
	<ul style="list-style-type: none"> • Working at a senior level with stakeholders, partners and/or elected members
	<ul style="list-style-type: none"> • A track record of developing and implementing continuous improvement in service delivery
	<ul style="list-style-type: none"> • Success at change management

Educational:	<ul style="list-style-type: none"> • Graduate degree in any discipline or substantial relevant experience
	<ul style="list-style-type: none"> • Evidence of continual professional development

Special Requirements:	
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Date Reviewed: August 2020

Updated: August 2020