

Job Description and Person Specification



Job Description

Job Title	Programme Delivery Manager
Grade	10
Service	Employment & Skills Service
Reports to	Head of Service
Location	Job Shop and community
Job Evaluation Code	Y5721D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

The post holder will be required to:

- To ensure the effective management of the Employment and Skills change programme as it applies to the People Directorate, including support to senior managers and the co-ordination of overall arrangements for the evaluation, planning and delivery of the Programme's work.
- To lead on the provision of project management across the Employment and Skills team, ensuring that learning is shared across the team. To work with colleagues and managers in managing the project and service planning processes and in implementing new initiatives, service reconfigurations, managing projects and service development, including partnership development.
- To work in partnership with other City Council teams, including human resources and finance to deliver organisational change and support delivery of the Medium-Term Financial Strategy.
- To lead on the performance monitoring, measurement, management and evaluation for the Programme/Project.

Main Duties & Key Accountabilities

1. Establish, in consultation with Council and Senior Managers, or organisations represented on the Steering Group and Members, systems for smooth running of the planning, management and performance management arrangements in line with corporate requirements, producing relevant and accessible Operational/Project plans and ensure these are translated into local action at the appropriate level.
2. Ensure that planning, development and review activity across the Programme are coordinated and align with the annual cycle so that outcomes are timely and effective, with effective performance management systems with appropriate levels of delegation and accountability in

place.

3. Ensure that effective processes are developed and maintained to report programme and project performance, as required.
4. Ensure input into the Council corporate planning and performance management processes, including the annual budget setting processes.
5. Manage and co-ordinate the work of identified business support, project staff and Employment and Skills staff.
6. Develop and maintain a detailed working knowledge of all appropriate legislation, regulations, policies and procedures relating to the improvement projects, initiating and/or contributing to policy and procedural reviews when necessary.
7. Lead identified teams of staff in ensuring all local priorities and targets are achieved by co-ordinating and monitoring actions, providing progress reports and ensuring timely responses on a range of issues, meeting Equalities Standards and maximising user and public involvement.
8. Lead the deployment, development and performance management of all involved in the delivery of development and improvement projects, including external consultants to ensure project delivery and benefits realisation.
9. In consultation with colleagues, lead and co-ordinate specific areas within the development and improvement projects including health and safety, equality duties and financial management. Ensure that those involved in project delivery are clear about what they must do to meet legal and corporate requirements and that appropriate action is taken.
10. Represent the Employment and Skills team with regard to any Council or Directorate initiative, as required. Identify actions required and ensure they are carried out.
11. Respond in an appropriate and timely manner to enquiries from the Employment and Skills team, Councillors and others relating to the work of the Programme.
12. In consultation with Human Resources where relevant, support communications with the Employment and Skills team, including production of briefings, development of communication plans and producing information about specific initiatives or proposals.

13. Prepare and present reports for Cabinet, Programme Boards, Partnership and Management Teams (Council and other stakeholders) as required.
14. Be responsible for leading and co-ordinating specific projects as directed by the Head of Employment and Skills, ensuring that all elements are accounted for, e.g. financial, employee, legal, service users, etc.
15. Co-ordinate support to partnership arrangements, in particular supporting the development of underpinning arrangements such as financial and legal support. This will include supporting the underpinning infrastructure for pooled budgets, integrated services and lead commissioning arrangements. It will also include the development of new styles of working and approaches to customer care and the management of demand.
16. In collaboration with IT colleagues, support the Head of Employment and Skills and other senior managers in ensuring that best use is made of technology, to support the development and implementation of new systems to improve efficiency and responsiveness.
17. Develop and implement strategies for learners, clients and visitors that demonstrate commitment to customer care and support corporate customer care strategies in liaison with the Corporate Support Unit.
18. Support the Head of Employment and Skills in managing the overall budget/resources impacted on by the Programme, seeking ways of gaining the efficiencies across the Council. This will include:
- Liaison with Corporate Finance to ensure all budgetary control processes are in place and are robust to support project managers managing devolved budgets.
 - Support to project managers in profiling and forecasting budgets.
 - Development of business cases for new developments.
 - Support the management teams in managing the Council's annual budget setting processes.
 - Identifying areas where savings can be made and developing plans to achieve savings.
19. Oversee the effectiveness administration of the Programme.
20. Support the Head of Employment and Skills in managing the overall activity data for the Programme, assisting with the:

- Overall project planning and management
- Links between activity and funding projections
- Understanding of the 'performance story'
- Work to improve understanding of the Performance Indicators
- Reporting performance and assessing Programme and project status.

21. Undertake risk management and contingency planning, compliance with relevant constitutional and government requirements to ensure projects are effectively delivered.

22. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External DWP – Job CentrePlus Prospects ESF Partners Community Hubs/Locations	Internal Employer Engagement Team Adult Education
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

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

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

Job Evaluation Code	
Knowledge	
<ul style="list-style-type: none"> • The policy context and challenges for local authorities both at a national and local level. 	
<ul style="list-style-type: none"> • The performance framework for local authorities and the People Directorate in particular 	
<ul style="list-style-type: none"> • Programme and project management and implementing change. 	
<ul style="list-style-type: none"> • The range of means to achieve performance improvement and the concept of quality as it applies to public services. 	
<ul style="list-style-type: none"> • The Government's priorities and modernisation agenda for Employment and Skills. 	
<ul style="list-style-type: none"> • The role and range of responsibilities of operational managers and the range of support services such as Finance, HR, Information, Legal, etc. 	
<ul style="list-style-type: none"> • Customer care and customer involvement strategies. 	
<ul style="list-style-type: none"> • How organisational arrangements can help promote diversity and anti-discriminatory employment and service delivery. 	
<ul style="list-style-type: none"> • The role of Elected Members and managers in developing policy and performance within a local authority. 	
Skills and Abilities	
<ul style="list-style-type: none"> • Ability to plan, manage and develop programmes and projects. 	
<ul style="list-style-type: none"> • Ability to design, implement and support organisational arrangements that facilitate the delivery of the organisation's values and goals. 	
<ul style="list-style-type: none"> • Ability to build relationships and influence managers and colleagues at all levels in the organisation and in partner organisations. 	
<ul style="list-style-type: none"> • The ability to produce, analyse and manipulate complex information relating to finance, human resources and service activity and to bring the three together in order to develop plans and monitor performance. 	

<ul style="list-style-type: none"> Ability to communicate in writing and verbally with all relevant audiences, including senior managers, Councillors, partners and service users, in particular, the ability to present complex issues in a simple and clear format.
<ul style="list-style-type: none"> Ability to manage multiple deadlines, priorities and competing demands.
<ul style="list-style-type: none"> Ability to operate successfully at a senior level in management, leadership and support roles, building relationships and influencing managers and colleagues at all levels in the organisation and in partner organisations.
<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 manage and co-ordinate resources, including motivating, managing and developing staff.
<ul style="list-style-type: none"> Providing effective support services to a user-led public service organisation.
<ul style="list-style-type: none"> Successful management of people, projects and resources in a large public sector organisation.
<ul style="list-style-type: none"> Working with partners in the public, private and voluntary sectors, the wider Council and people who use services.
Experience
<ul style="list-style-type: none"> Managing projects and programmes within the public sector.
<ul style="list-style-type: none"> Presentation of complex service information in a timely manner to support decision making and forward planning.
<ul style="list-style-type: none"> Predicting and dealing with the unexpected.
<ul style="list-style-type: none"> Supporting the work of front-line managers and staff.
Qualifications
<ul style="list-style-type: none"> Good general education to degree or equivalent standard with excellent numerical, verbal and written skills. Evidence of continuous personal and professional development.
Special Requirements
<ul style="list-style-type: none"> Display enthusiasm and commitment to succeed in the role.

Date Created	July 2022	Date Reviewed	July 2022
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