

Job Description and Person Specification

Role: Programme Manager



Job Description

Job Title	Programme Manager
Grade	10
Service	Transformation
Reports to	Strategic Lead for Transformation and Change
Location	One Friargate (Hybrid)
Job Evaluation Code	P1492D



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 increase the economic prosperity of the city and region, to improve outcomes and tackle inequalities within our communities and to tackle the causes and consequences of climate change.

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

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 & Key Accountabilities

Core Knowledge

- 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 with 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, the council's leadership team, service managers, trade 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.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
The post holder will work with key partners externally to the organisation across the public, private and community and voluntary sector	The postholder will work with colleagues from across all council service areas.

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:

Line management of Change/Project Manager/s and Project Support Officers.

Person specification

Job Evaluation Code	P1492D
Knowledge	
Excellent working knowledge of change management	
Thorough understanding of how to lead and motivate staff in a Transformation environment	
Excellent working knowledge of project and programme management methodologies	
High level of political awareness, the role of elected members and the policy context and challenges facing local government at national and local level	
A good understanding of local government, the services it provides, the decision-making processes and relationships with national government	
Knowledge of equal opportunities and diversity	
Skills and Abilities	
Ability to build and maintain critical working relationships at all levels	
Proven negotiating, mentoring and coaching skills and strong influencing skills	
Ability to self-manage, to enable workload organisation, prioritisation and implementation, with minimum supervision	
Able to both line manage and matrix manage teams and individuals, manage stakeholders and tasks.	
Able to manage financial and overall performance of programmes and projects	
Able to manage changing requirements including managing multiple deadlines and conflicting demands in projects and programmes	
Outstanding communication skills, including report writing and ability to communicate complex information simply	
Ability to interpret the political needs of members and provide appropriate advice	
Ability to work across organisational boundaries to achieve corporate objectives and promote partnership working with other key stakeholders	
Ability to challenge assumptions	
Ability to design, implement and support organisational arrangements that facilitate the delivery of the organisations values and goals and promote customer focused solutions	
Accomplished analytical & decision-making skills which draw valid conclusions and inform performance	

Ability to be creative and commercial and contribute towards the strategic planning of the Service
To lead on best practice in the field of transformation and change
Experience
Experience of successful programme or project management
Proven experience of managing resources (including budgetary control) and managing the delivery of high performance through people
Working at a senior level with stakeholders, partners and/or elected members
A track record of developing and implementing continuous improvement in service delivery
Success at change management
Qualifications
Graduate degree in any discipline or substantial relevant experience
Evidence of continual professional development
Special Requirements

Date Created	April 2024	Date Reviewed	April 2024
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