

**DARLINGTON BOROUGH COUNCIL**  
**CHILDRENS AND ADULTS SERVICES**

**JOB DESCRIPTION**

<b><u>POST TITLE :</u></b>	Programme Manager
<b><u>GRADE :</u></b>	Grade Q
<b><u>JOB EVALUATION NO.</u></b>	D3221
<b><u>REPORTING RELATIONSHIP</u></b>	Head of Performance & Transformation
<b><u>JOB PURPOSE :</u></b>	To support the development of the Council's strategic direction and policy. To develop transformation programmes and manage a range of projects relating to business transformation, strategy development, research and business improvement initiatives. To include identifying and delivering efficiency gains through the deployment of change management techniques and working closely with partners and communities to achieve joint outcomes.
<b><u>POST NO.</u></b>	D13464
<b><u>PDR COMPETENCY FRAMEWORK</u></b>	Level 2, Core Management Competencies for all managers

**MAIN DUTIES/RESPONSIBILITIES**

1. Develop and effectively manage delivery of the transformation programmes for given areas of responsibility, including management of a number of projects, in line with the corporate approach to project management. This will include establishing the framework for new projects; managing the delivery of identified milestones; directing and motivating project teams; planning and monitoring projects; managing project risks and issues; managing dependencies with other projects and services; liaising with Programme Boards; and all the other functions of a Programme Manager under the council's chosen project management methodology, including project closure and post project review.
2. Work alongside the Head of Performance & Transformation and the Head of Strategy, Performance & Communications in helping to inform strategic priorities for the Council and ensuring the effective linkage with children's, adults and public health programmes and projects.
3. Support the development of Council wide and partnership policies and plans, ensuring that these inform directorate plans and are reflected within and delivered through the transformation programmes.
4. Advise managers and directors in areas of transformation, business improvement and efficiency.
5. Responsible for the development and management of a transformation programme incorporating some of the Council's key projects and to develop strong working relationships with Project Sponsors and relevant management teams.
6. Identify the most appropriate suite of projects for inclusion within the programme in order to deliver the identified programme outcomes, to identify and support the initiation of new projects

and to recommend closure of projects that are no longer aligned with the desired programme outcomes.

7. To effectively co-ordinate the Programme's component projects and their interdependencies and risks / issues that may arise to ensure the delivery of the identified Programme outcomes.
8. To implement an effective project risk management strategy to minimise the likelihood and impact of risks upon project delivery, including the development and maintenance of a project risk log, and identification of appropriate mitigating actions that risks are escalated as and when appropriate.
9. To inspire staff throughout the authority with the possibilities that business change offers.
10. To provide support and challenge to Project Team members and Project Sponsors, to ensure the successful delivery of projects within time, cost and quality criteria.
11. To provide effective support to the Project Team and affected staff within the service areas to utilise a wide range of change management disciplines, such as BPR, project management, options appraisal, challenge to existing delivery methods, benchmarking with external companies and VFM analysis, and to identify and capture potential process improvements, and resultant benefits.
12. To develop effective relationships with all partners, stakeholders and the wider community where appropriate to ensure effective community leadership and change management.
13. Ensure that the PDR process operates effectively within your team and end of year reviews are completed and submitted to the Council's timescales.
14. Manage your team in line with all the Council's policies and procedures and ensure that employees are aware of their obligations under these.
15. Behave according to the Employees' Code of Conduct and ensure that employees in your team are aware of their obligations and responsibilities re. conflicts of interest, gifts, hospitality and other matters covered by the Code.
16. Ensure that the Council's Equality agenda is implemented effectively in your team and to carry out your duties as a manager and employee in line with these.
17. To fulfil your health and safety management role as detailed in both Corporate and Group Health and Safety Policies, organisational statements and procedures to ensure a safe working environment for yourself, members of your team and others who may be affected by your team's activities.
18. Any other duties of a similar nature related to this post that may be required from time-to-time.
19. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

Date : January 2019

**DARLINGTON BOROUGH COUNCIL**

**PROGRAMME MANAGER**

**CHILDRENS AND ADULTS SERVICES**

**POST NO. - D13464**

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	<b>Qualifications &amp; Education</b>		
1	Educated to degree level or equivalent		D
2	A postgraduate qualification in a relevant discipline		D
3	A formal qualification in programme or project management e.g. PRINCE2 Practitioner / MSP practitioner		D
	<b>Experience &amp; Knowledge</b>		
4	Approx. 5 years' experience of delivering change projects through to successful completion and of using a recognised project management methodology.	E	
5	Proven experience of securing efficiency gains / improved processes in the private or public sector including experience of monitoring financial budgets and undertaking costs analysis exercises	E	
6	An understanding of the political context and complex environment in which local government operates.	E	
7	Experience of partnership working across a range of agencies / organisations.	E	
8	Experience of effective communication and consultation processes	E	
9	Experience of partnership working across a range of agencies / organisations		D
10	Experience of monitoring financial budgets and undertaking costs analysis exercises		D
11	Experience of developing, implementing, monitoring and reviewing strategic policies.		D
12	Experience of working within a management consultancy environment (or equivalent)		D
	<b>Skills</b>		
13	Able to manage change in a very complex environment through influence, negotiation and challenge and to a successful conclusion.	E	
14	Ability to communicate both written and oral to a wide range of audiences including the ability to write original reports, presentations and present complex information in formats appropriate to non-specialists without compromising meaning	E	
15	Possess organisational skills to effectively progress a series of tasks/projects simultaneously and within conflicting and demanding deadlines.	E	
16	Ability to sensitively relate commercial approaches to the	E	

	public sector whilst understanding the legal and probity issues.		
<b>17</b>	Possess and utilise consultancy skills across a wide range of change management disciplines, such as BPR, project management, options appraisal, challenge to existing delivery methods, recommendations for implementing good practice from other areas and VFM analysis (and recognise when and where specialist support is required).	<b>E</b>	
<b>18</b>	Ability to work to broad policy guidelines and to use discretion and act on own initiative as required	<b>E</b>	
<b>19</b>	IT Literate, capable of using MS Word / Excel and office packages and the ability to see the potential to maximise the use of technology within the team and across the organisation	<b>E</b>	
<b>20</b>	Project planning and process management skills.		<b>D</b>
<b>21</b>	Ability to develop and sustain relationships with a range of parties and with individuals at all levels.		<b>D</b>
	<b>Personal Attributes</b>		
<b>22</b>	Analytical and strategic thinker with an eye for detail	<b>E</b>	
<b>23</b>	Creative and innovative approach to overcoming obstacles	<b>E</b>	
<b>24</b>	Takes the initiative to solve difficult issues in a demanding commercial environment	<b>E</b>	
<b>25</b>	Sound judgement, with high degree of integrity	<b>E</b>	
<b>26</b>	Team player, able to make creative use of the different skills, experiences and attitudes in any team	<b>E</b>	
<b>27</b>	Self-motivator with high drive for achievement	<b>E</b>	
<b>28</b>	Resilience to cope with the challenges of implementing staff changes and empathy to understand the personal impact of change on staff	<b>E</b>	
<b>29</b>	Strong commercial and public service outlook		<b>D</b>
<b>30</b>	Radically customer-focused		<b>D</b>
<b>31</b>	Passionate about inspiring and empowering staff to deliver change		<b>D</b>
	<b>Special Requirements</b>		
<b>32</b>	Ability to work irregular hours occasionally and attend evening meetings where necessary	<b>E</b>	