



**Job Title:** Programme Manager  
**Grade:** Y7  
**Reports To:** Information Governance and PMO Senior Manager  
**Number of Reports:** Up to 9

#### Key job element

As Programme Manager, you will be responsible, on behalf of the Sponsor for delivering significant change within YHN, including corporate initiatives, priorities and the YHN Digital Roadmap. The role requires effective co-ordination of the programme's projects and management of their inter-dependencies including oversight of any risks and issues arising. It also includes the co-ordination of the new capability for the business to enable effective change and realisation of projected benefits.

As a Programme Manager you will be responsible for:

- Planning, developing and proactively monitoring the Programme against agreed milestones and outcomes, ensuring new products, services and projects are delivered on-time and within the agreed budget.
- Defining and deploying effective governance arrangements to manage risk and ensure the timely resolution of issues, escalating appropriately where resolution within the team is not possible.
- Ensuring adequate requirements capture and solution design documentation is in place to provide assurances in relation to the overall integrity of the Programme, identifying and managing interdependencies and coherence with infrastructure planning, interfaces, synergy with other Programmes and corporate, technical and specialist standards.
- Managing the Programme's budget on behalf of the Sponsor, monitoring expenditure and costs against delivered and realised benefits as the Programme progresses.
- Ensuring mechanisms are in place to measure the success of the Programme, including ROI. Producing regular benefits realisation reports and proactively managing any risk to expected outcomes.
- Resource planning and allocation of common resources and skills within the Programme's individual projects
- Adopting an Agile approach to reviewing and where necessary adjusting Programmes, ensuring they remain aligned, fit for purpose and are adaptable to influencing factors (internal and external).
- Ensure annual targets and performance measures are in place to deliver current and future performance outcomes; and monitor to ensure these are achieved
- As well as direct line management responsibilities to operate within a matrix management environment to promote the sharing of expertise and skills across departments and to maximise the success of programme and project delivery.
- Design, development and delivery of key communications to all stakeholders including the Programme change management strategy.
- Engage with stakeholder and support and influence them to optimise the impact they have on outcomes.
- Working with the IT Service Delivery Manager, Project Managers, Application & Integration Architect and other invested stakeholders to ensure smooth and comprehensive handover to BAU Support

- Reporting the progress of the programme at regular intervals to the Sponsor and the PMO and Information Governance Senior Manager in preparation for YHN's Sponsorship Board.
- Setting standards for documentation and expectations around programme and project delivery with the team and ensuring controls are maintained through the life of the project to a high standard and

Supporting the organisation to develop a more innovative and collaborative culture, demonstrating values and behaviours in all we do.

#### **Person Specification:**

This area focuses on skills and knowledge required in the role.

##### **Essential Criteria**

- Holder of at least one recognised Programme/Project Management Methodology qualification or equivalent vocational experience
- Experience delivering at least 3 major programmes, impacting over 100 users across multiple departments over twelve months duration
- A strong track record of leading successful programmes and teams
- A credible leader with experience of inspiring teams towards shared goals and delivering high performance
- Knowledge and experience in the creation and management of full project lifecycle
- Experience developing and overseeing multiple project budgets
- Excellent communication skills both oral and written
- Strong people management skills
- Excellent organisation and influencing skills
- Comfortable under pressure and commitment to tight timeframes
- Good attention to detail
- An ability to build trusting relationships and key external and internal stakeholders

##### **Desirable Criteria**

- A good understanding of how to apply the Managing Successful Programmes (MSP) method
- Experience coaching/mentoring
- Experience in the Housing or Public Sector

- All employees are expected to be flexible within the scope of the role

*Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do. Our values are Be **Ready**, Be **Amazing**, Be **Revolutionary**, Be **Energetic**.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest".*

*We expect our people to demonstrate the following behaviours:*

**Be ready - together we're prepared for anything:**

This value is about being "prepared, willing, eager and prompt".

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

**Be amazing – we'll exceed expectations**

This value is about being "passionate, impressive, excellent and progressive".

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

**Be revolutionary – have courage and be bold**

This value is about "leading the way, involvement in change, engagement, being radically new or different and being creative".

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively
- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change

**Be energetic – making every day count**

This value is about "vitality, being interested, keen, inspirational and motivated"

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to "bounce back"
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude

