North East Combined Authority

Job Description

Post title	Programme Manager - Innovation Civic Design Lead
Grade	N11
Directorate	Skills, Inclusion and Public Service Reform
Team	Public Service Reform and Innovation
Reporting to	Head of Public Service Reform and Innovation
Responsible for	Allocated staff

Job Purpose

To effectively lead the development, management and delivery of strategic programmes and projects in order to facilitate the delivery of the Combined Authority's strategic priorities and Corporate Plan.

Duties and responsibilities

Listed below are the responsibilities this role will be primarily responsible for:

1. Proven track record in co-design and stakeholder engagement, including working directly with customers, residents, or service users to shape solutions.

2. Strong workshop facilitation skills, including experience in planning and delivering participatory processes such as design sprints.

3. Knowledge of behavioural science principles and experience in integrating these into the design of public services or policies to improve outcomes.

4. Proven experience in commissioning, conducting, and/or applying public policy research to inform decision-making and delivery.

5. Ability to apply design thinking and prototyping to develop, test, and refine innovative policy and service solutions.

6. To engage with and provide professional advice to internal and external stakeholders at a local and national level ensuring needs and expectations are managed effectively.

7. To implement and oversee processes which ensure effective risk management, financial and performance management, benefits realisation and effective governance.

8. To collaborate with partners and stakeholders across the region ensuring a coordinated approach and delivery focussed culture.

9. To provide information and advice to leadership teams and portfolio advisory boards regarding the development and delivery of programmes and projects.

10. To prepare and write funding bids to secure and maximise programme funding and to negotiate and establish project funding agreements to ensure optimum outputs and value for money are achieved.

11. To monitor and evaluate programme performance against key performance indicators, developing and implementing continuous improvement mechanisms.

12. To contribute to the development of the Combined Authority's service planning activities and priorities, ensuring alignment to the Authority's strategic aims and objectives.

Organisational responsibilities

- **Communication**
  We communicate effectively with our peers, partners and local authorities and work collaboratively to provide the best possible outcomes. Communication between teams, services and partner organisations is imperative in providing the best possible service to the region.

- **Confidentiality**
  All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

  All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and in using organisation information assets.

- **Health, Safety and Wellbeing**
  We take responsibility for health, safety and wellbeing in accordance with the North East CA Health and Safety policy and procedures.

- **Performance Management**
  We promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. You will contribute to the organisation's appraisal processes to ensure continuous learning and improvement and to increase organisational performance.

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by their manager.

Values and Behaviours

Our values and behaviours are the things that are important to us, individually and as a team. They articulate the way we want to conduct ourselves. Combined, they work together to make us who we are and we use them to anchor all that we do. The North East CA values are:

- Strive for brilliance
- One team
- Drive sustainability
- Make it happen
- Be inclusive

Equalities and Diversity

We are committed to creating a fairer North East where everyone can thrive with aspirational jobs, new skills, and better homes. All employees are responsible for taking proactive steps to eliminate discrimination, advance equal opportunities and foster good relationships in every aspect of their work.

Special requirements of post

- **DBS** (Amend as appropriate)

  This post is/ is not subject to a disclosure.

- **Politically restricted** (Amend as Appropriate)

  This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State.

  The North East CA has designated that this post is politically restricted in accordance with the requirement of section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State.

North East Combined Authority

Programme Manager – Innovation Civic Design Lead
Person specification

The following criteria will be used to shortlist at the application stage and will be further explored at the interview stage.

	Essential	Desirable
Qualifications	Relevant professional qualifications	
Experience	Experience of working in a highly regulated or complex environment Proven track record in co-design and stakeholder engagement, including working directly with customers, residents, or service users to shape solutions. Strong workshop facilitation skills, including experience in planning and delivering participatory processes such as design sprints. Proven experience in commissioning, conducting, and/or applying public policy research to inform decision-making and delivery.	

Skills and Knowledge	Analytical and decision making skills Proven experience and expertise in design and innovation methodologies Deep understanding of participatory design, civic engagement methodologies and community-driven decision-making frameworks Knowledge of behavioural science principles and experience in integrating these into the design of public services or policies to improve outcomes. Policy specialism: child poverty or fuel poverty/domestic retrofit	
Personal Qualities	Strategic thinking Leadership and team collaboration Adaptability and resilience	
Additional Requirements		