LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	IT Programme Manager	**Grade:**	PO8
Reports to (Designation):	Head of IT Architecture and Security	**Grade:**	SMG3
Directorate:	Corporate Resources	**Section:**	IT & Digital Services

Main Purpose of the job:

- To lead organisational redesign and transformational projects and programmes and be responsible for realising the identified programme benefits.
- To lead on and effectively manage multi-disciplinary and multiple project teams to deliver organisational and cultural change across the Council
- To take responsibility and oversee delivery of other individual Projects and programmes to an agreed direction, timescale and budget as required.
- To manage programme budgets ranging from £100K - £1m in line with the Council's budget management processes

Summary of Responsibilities and Personal Duties:

1. To be responsible for driving the delivery of change projects across strategic, frontline and support functions and influencing new ways of working to achieve corporate objectives

2. To deliver a design-led approach to project work to gather insights, prototype solutions and implement creative ideas for change

3. To successfully lead multi-disciplinary project teams to co-design and implement solutions for change and engender a positive results focused working environment to reduce resistance and address the doubts and uncertainty surrounding the change

4. To facilitate the creation of project workstreams and project boards as appropriate and the appointment of individuals to the project delivery teams, ensuring there is an efficient allocation of resource and expertise within the project

5. To analyse budgets and track saving projections across specific budget savings programmes to ensure change is delivered on time and in accordance with Programme objectives

6. To be responsible for successfully implementing change projects, transition planning and the stabilisation of change across the Council and other Public Sector organisations

7. To manage all aspects of project delivery within any given project or Programme, including feasibility and business case design; project planning; dependencies and interfaces between projects; risks and mitigating actions and project governance

8. To initiate extra activities and management approaches wherever gaps are identified or issues arise

9. To lead, influence and stimulate behavioural change by using targeted service redesign and change techniques with individuals, groups and teams in a positive and supportive way

10. To work collaboratively with services, staff and managers to develop workable and innovative solutions to complex business problems as a means of increasing efficiency, improving the delivery of services to customers and delivering tangible benefits to the customer and organisation

11. To build effective working relationships and achieve agreed objectives through strong negotiating and influencing capabilities and by working in partnership with Executive Directors, Heads of Service, Service Group Managers and staff across the Council

12. To take responsibility to mitigate or resolve arising challenges across budget savings and transformational programmes to ensure successful delivery of project and programme outcomes

13. To effectively commission and manage third party support for specific projects in line with the Council's Standing Orders and Financial Regulations and comply with H&S and equal opportunities requirements.

14. To manage the delivery of projects and programmes using the councils project & programme management framework and governance arrangements, including working with the Strategic Transformation & OD Business Partners to report against the programme and highlighting issues and risks.

15. To line manage 4+ project managers and project staff and identify/organise the required support to develop the Programme Management Office function
16. To use discretion to deploy the use of service resources across a range of programmes
17. To lead on decisions regarding the procurement and delivery of cross-council programme with significant budget and risk
18. To use own initiative to change processes, teams and delivery methods in large scale, complex programmes
19. To decide upon and establish the necessary governance and reporting according to programme scale and risk.

Internal Contacts: These include: Executive Directors, Heads of Service, Finance, Strategic Transformation Business Partners and all staff

External Contacts: This will include: Customers, Voluntary & Community Sector, Partners, Central Government departments and agencies, Contractors

As a Lewisham Officer you will:

- Be responsible for professional advice and support in the service area to deliver in partnership with others the councils vision, values and ways of working.

- Ensure the delivery of identified service objectives and continuous improvement of service targets.

- Ensure performance and quality improvement through supporting and nurturing others to lead and manage innovative approaches to achieving results.

- Carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.

- Carry out these and any other duties within the scope of the post flexibly and with full regard to the confidential nature of the post.

- All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

- All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

- Assist in carrying out the Council's environmental policy within the day to day activities of the post.

- Undertake other duties, commensurate with the grade, as may reasonably be required.

- To carry out the duties of the post with due regard to the Council's Dignity at Work Policy and core values.

Consideration will be given to making reasonable adjustments for a disabled postholder
THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: 2+

Title:	Grade	No of posts
IT Project Manager	PO6	2
Delivery Manager	PO6	1
Various project roles as required	variable	variable

Person Specification

Job Title IT Programme Manager **Grade** PO8

Directorate Corporate Resources **Division** IT & Digital Services

Note to Candidates
The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.
Those categories marked 'S' will be used especially for the purpose of shortlisting.
Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.
If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity
- Awareness of and a commitment to Equality of Access and Opportunity in a diverse community
- Understanding of how equality and diversity relates to this post

Knowledge, Aptitude & Skills
(Skills can only be used as shortlisting criteria if the skill is to be tested)
- Adopts an innovative approach to complex situations to generate new perspectives, reacts positively to problems and develops radical solutions to improve service delivery
- Influential and persuasive communicator, with high level of written and verbal communication skills, engendering commitment across groups from all levels of the organisation to achieve objectives
- Able to accept and manage changes to circumstances and prioritise, with a track record of fostering and sustaining partnerships, working collaboratively across boundaries and achieves results through motivating and leading others
- Demonstrable programme and project management, service redesign, transformation and change management skills
- Excellent political awareness
- Comprehensive understanding of current policy issues facing local government, particularly in relation to service co-design, funding and public involvement, the role and function of local government and of the political context and environment
- Knowledge of both waterfall and agile project management methodologies
- Knowledge of transformation, service co-design and service improvement models and good practice

Experience
- Experience of managing and successfully delivering programmes, preferably in a local authority environment. **S**
- Extensive experience of successfully delivering service redesign and change projects which improve customer focused service delivery and deliver savings
- Demonstrable experience of influencing and delivering change in a large complex organisation **S**
- Excellent record of engaging with a wide range of internal and external stakeholders and building and maintaining productive working relationships to achieve change **S**

- Extensive experience of managing and motivating people to achieve successful outcomes and deliver change **S**
- Experience of leading and motivating project teams
- Proven experience of proactively working on own initiative, under pressure to tight timescales, managing and prioritising workload **S**

General Education

Educated to degree level or relevant experience

Personal Qualities

Candidates are expected to adhere to Lewisham's values

Circumstances
N/A

DBS Disclosure Required? No

Physical
Generally candidates must meet the standard Lewisham requirements for the post