**Job Profile Information: Programme Manager**

**This supplementary information for Programme Manager – Future Management Arrangements for Camden’s Leisure Centres is for guidance and must be used in conjunction with the Job Capsule for Community Services**

**Job Level 5 Zone 2**

**Camden Way Category 4**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

To identify and set up the most advantageous future management arrangement for Camden’s leisure centres. This entails an initial citizen and stakeholder research phase to guide the future form and function of the leisure centre service within a Camden 2025 context and a wider sport and physical activity system for health and wellbeing in Camden. Later phases include development of service and management models, and implementation of the approved arrangements in April 2020.

The role includes working collaboratively with internal stakeholders and performance managing and where necessary directing, external consultants. The Programme Manager (PM) will ensure the smooth and effective input from internal stakeholders and externally commissioned support for the research phase and service and business modelling and procurement phases.

The PM shall be the primary owner of the programme plan and accountable for ensuring the key outputs and outcomes of each stage of the process meet the plan objectives, deadlines and conform to the formal governance arrangements and decision making protocols. The PM shall be a key member of the Programme Board, comprising senior technical Camden managers with strategic, finance, legal, procurement, HR and marketing and communications expertise.

The PM will lead the integration of the findings and recommendations of the ProActive Camden (PAC) physical activity needs assessment and emerging PAC strategy with the research phase of the leisure centre programme for a whole system perspective on the future management arrangements for our leisure centres as part of a whole system approach.

The PM shall ensure the programme board works effectively as a team, has a full understanding of the programme objectives, milestones, outputs and outcomes and facilitated and supported to maximise their input and technical advice for the smooth progression of the programme.

Service programme board meetings with agendas, meeting arrangements, timings and programme; producing and disseminating accurate meeting notes and actions and ensuring agreed tasks are monitored and delivered.

Produce and manage a comprehensive programme risk register, ensuring risk severity and mitigation are regularly and systematically reviewed and communicated and individual and collective risk ownership and undertakings are identified and understood. Establish controls and escalation procedures to enable appropriate corrective action.

Produce high quality written reports and presentations for senior management and elected members in accordance with the programme decision making timetable and key programme milestones, or as directed, ensuring absolute information clarity and accuracy including precise recommendations.

Monitor and manage the programme budget and financial administration for ordering and purchasing services for the programme, ensuring accurate record keeping for periodic financial reporting and forecasting

**Outcomes or objectives that this role will deliver:**

* Effective engagement with all relevant stakeholders both internal and external to the Council, with internal and externally commissioned support. This includes Camden citizens and key stakeholder organisations from the voluntary and community sectors, local businesses and strategic agencies such as London Sport and ProActive Camden. Key internal senior strategic managers with accountability for public health, social care, planning and regeneration, education (including schools and adult education), culture services, corporate strategy and change and marketing and communications, will be kept fully informed and involved in the programme as necessary. The views of stakeholders will be recorded and inform the development of the programme plan, objectives and outcomes as appropriate and workable. All stakeholders will receive regular programme updates
* A rigorous and robust analysis of the management options in conjunction with external consultants and internal advisers, for identification of the most advantageous model for recommendation to the Council’s Cabinet and development and delivery of a procurement strategy that ensures the preferred management arrangement is successfully implemented in 2020
* A strategic communications plan and programme for appropriate internal and external messaging, channels and modes for a diverse audience and variable access to information, coinciding with key stages of the programme plan and other significant developments or information, subject to need and transparency
* A programme that is flexible, adaptable and responsive to changing circumstances, challenges and opportunities without losing sight of the principal objectives
* Full co-operation of the current leisure centre management operator, Greenwich Leisure Limited (GLL), for data sharing, membership information, schedule of dilapidations and any other information critical to the needs and function of the programme

**Other Requirements**

* Assist with production of technical and procurement documentation, including service specification and other tender documentation should the need arise. Assist with outsourcing, transferring the service back in-house, establishing a Local Authority Trading Company or a hybrid model, should any of these be selected as the preferred management option
* The post holder will play a role in making and implementing recommendations for better working practices and procedures
* To be responsible for providing technical advice and challenge on the programme. A number of elements of the role are likely to be contentious or complex requiring support, tact, persuasion and sensitivity
* To assist with evaluation of tenders, should external management be determined as the preferred procurement strategy
* To present and ensure the provision of sound and timely professional advice to the Council’s Corporate Management Team, other senior management, the Cabinet and Council Committees and other Council Departments on matters of the programme
* To undertake other temporary duties consistent with the basic objectives and/or duties of the post.

**People Management Responsibilities:**

Report to the Head of Sport and Physical Activity

**Relationships;**

Liaison with council officers and senior management, Cabinet, elected members; citizens and businesses including Contractors and Consultants.

**Work Environment:**

* The role will form an integral part of the Camden Sport and Physical Activity Service within the Supporting Communities Directorate. The post-holder may from time to time be required to contribute to other priority work streams within the Directorate
* The post-holder’s principal work location is 5 Pancras Square, Kings Cross, London. The post-holder may work in other Council offices or remotely as needs and circumstances determine
* The post-holder has to be able to work flexibly across various work environments and be able to manage competing priorities and pressures of workload and will be subject to changing circumstances and demands.
* Will be required to engage with Camden’s senior management and regularly attend meetings, including Cabinet Briefings.
* Work will be primarily office based, but will be required to attend site visits / meetings as appropriate.
* The post holder will be required to work independently and be creative and innovative as the programme is complex in nature
* The job holder will contribute to decisions made with frequent external contacts and decisions on reports, best practice and development of the programme within given guidelines.

**Technical Knowledge and Experience:**

* Qualification in Sport and Physical Activity, Programme Management, or a track record of managing complex high value programmes and successful delivery, in a public sector context
* A detailed understanding of the primary responsibilities and the key issues facing local government and in particular the legal and procurement issues relating to the public leisure centre sector
* Detailed knowledge of externalisation and other procurement strategies and models for public leisure centres
* Detailed understanding of public leisure centre’s contribution to policy priorities and outcomes including health improvement; community resilience; employment, training and volunteering; economic growth; community cohesion, safety and crime reduction
* A rounded understanding of service delivery and efficiencies and the interaction with policy choices.
* Sound experience of partnership working, demonstrating:
* The ability to work within the management and decision-making structures of the Council
* The ability to build partnerships and to work within them to achieve the strategic objectives of the participating organisations
* Ability to lead negotiations at a high level and provide technical input to discussions with service providers and contractors
* Ability to express complex information accurately, clearly and concisely both orally and in writing.
* Evidence of continuing professional development, including seeking out and developing best practice and innovation and develop workable and innovative solutions in problem solving situations.
* Experience in contract management, prioritisation of works programmes, and delivering these within agreed constraints including ability to manage within contract and procurement procedures, conditions, specifications, tender evaluation, programme management and financial management policies and rules
* Proven ability to prioritise and work effectively, under pressure and within tight schedules and to develop workable and innovative solutions in problem solving situations.
* Experience in public consultation to understand citizen expectations and requirements according to a citizen lead approach to service design and management. This includes ability to work closely with elected members and leading public meetings and similar engagement activity
* Ability to implement and maintain support systems, including IT systems, necessary for the delivery of cost effective, high quality schemes and services.
* A proven ability to produce programme plans, risk assessments and resource plans
* Proven ability to work constructively across professional boundaries and sectors

**Camden Way Five Ways of Working**

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

Structure Chart