**Job Profile Information: Programme Manager**

**This supplementary information for *Programme Manager* is for guidance and must be used in conjunction with the Job Capsule for**

**Level 5, Zone 1, 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:**

This role sits in the Programme and Change Support function within the Strategy and Change Service, which is part of Camden’s Corporate Centre. It will involve working with colleagues at all levels across the organisation. The role will flex as required by the organisation, but will include the following:

* Oversee progress with complex programmes of activity in the organisation, cultivating strong relationships to gather solid insight to feed our understanding of programme delivery, to support the organisation to deliver effectively, and to provide senior leaders with assurance that work is progressing as it should
* Provide project and programme advice, support and guidance to those in the business who need it, trouble-shooting issues as they arise
* Work with corporate teams (e.g. IT, Finance) to join up support across projects and programmes, helping the organisation to prioritise and provide the appropriate support where needed
* Oversee the development and delivery of a monitoring and reporting approach for the organisation’s key change activity, working with colleagues in Finance and ICT to join up work in this space
* Lead on reporting to senior leaders for the role’s areas of responsibility
* Work collaboratively with those colleagues in similar roles in the Programme and Change Support Team, ensuring consistency of the model
* Champion project management disciplines and skills across the organisation
* The role may involve actively managing programmes, but that will not be the immediate focus.

**Example outcomes or objectives that this role will deliver:**

The post holder will work flexibly to deliver the purpose above. Key outcomes will include:

* Greater visibility of key change activity across the organisation, and how it is progressing
* Improved project and programme delivery via the early identification and resolution of risks, issues, interdependencies, etc
* Increased numbers of projects are delivered to time, budget and meet their objectives
* Improved prioritisation of activity, both for Services delivering change, as well as Corporate Service teams supporting the change
* A greater understanding of the benefits of good project and programme management in the organisation, and so increased discipline in this area.

**People Management Responsibilities:**

This post will initially have no line management responsibilities, but this may change in the future. The post holder will be required to manage resource on the programmes of work for which they are responsible.

**Relationships;**

The post holder will be largely self-managing with personal management and development carried out within the Service and with support from the post’s line manager.

The post holder will be expected to develop and maintain relationships at all levels across the organisation, including with senior staff and elected members as appropriate.

**Work Environment:**

The post holder may be required to work in a variety of teams and workplaces. Due to the nature of the role and the Service, some flexibility in working style, including willingness to work additional hours during busy periods, might be required.

**Technical Knowledge and Experience:**

The post holder would be expected to have substantial experience of the following areas:

* Substantial experience at a senior level of having successfully managed complex, high-profile and organisationally cross-cutting programmes of work OR Experience of overseeing a portfolio of projects and programmes
* Experience of working across teams, departments and organisations to promote co-ordinated activity
* Expert level understanding of a range of programme and project management methodologies and the ability to educate others on these
* Experience of developing and overseeing a mechanism to monitor and report on progress with complex programmes of work
* The ability to analyse and understand a range of information and data
* A strong working knowledge of Microsoft Excel.

Additionally, the post holder would be expected to have experience of/display the following:

* Strong communication and report writing skills
* Experience of/interest in working in local government
* Proven work ethic – willingness to go the extra mile
* Ability to work in uncertain and fast-paced circumstances
* A flexible, innovative approach
* Ability to seek and effectively use a wide evidence base to solve challenging problems

**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:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>