**Job Profile:**

**Northgate Technical Programme Manager**

**Level 5, Zone 1**

**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 Service Support and Improvement function within Digital & Data services, which is part of Camden’s Corporate Centre. This role is required to begin the discovery work required to manage a programme off work to implement an application upgrade for the Northgate Housing Platform.
* 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 as per the Upgrade, 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.
* Oversee the delivery, monitoring and reporting for the upgrade, working with colleagues in ICT to join up work in this space.
* Lead on reporting to senior leaders for the role’s areas of responsibility.
* Champion project management disciplines and skills across the organisation.

**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:**

This a busy role and will require the post holder to be flexible in their approach, as they will be required to work with a variety of teams and locations within the borough; they may also be required to work additional hours on occasion.

**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
* Release notes review identifying new functionality and key security updates / changes required from release 6.11 to the latest version.
* Experience of creating/amending products using PL/SQL & Toad.
* Review security requirements for each release 6.11 to latest version.
* Move remaining 2 business areas to Northgate Version 6 including System/Functional Testing, UAT & training from Version 5.
* System Testing of the latest version of Northgate identifying, escalating and resolving issues.
* Functional Testing of latest version of Northgate identifying, escalating and resolving issues
* Organising & Delivering UAT for the latest version of Northgate.
* Issue Log Maintenance / Issue Resolution, workarounds and patch implementation.
* System Configuration Testing in Northgate Version 6 – All Modules.
* Review & Test bespoke Customisations & Packages.
* Integration Testing.
* Testing of FTP, email, sms, camftp transfer.
* 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>