**Job Profile Information:**

**Programme and Change Support 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:**

Camden’s Programme and Change Support team oversees the progress of major projects, and support, facilitate and deliver good programme, project and change management across Camden Council. Together with colleagues from other areas of the organisation we help drive change and support new ways of working. To do this, we need to be good listeners, empathetic communicators, creative trouble-shooters and capable organisers – with an ability to see the big picture as well as the small details.

We are currently recruiting for a Programme & Change Support Manager with expertise in data analysis on a fixed term basis (18 months), to oversee and support the effective delivery of projects, programmes, portfolios and change more broadly in the Council. These roles will work closely with colleagues across the organisation to oversee, influence, encourage, and in some cases deliver, best practice. Combining independent evaluations of progress with a supportive, collaborative approach to making improvements, you will help the Council to deliver change effectively. You will think strategically and creatively to bring about effective and sustained improvement and bring the organisation along with you.

This is a broad role that will flex in line with the organisation’s evolving priorities, so we are looking for candidates who are as comfortable stepping in to help scope and develop a project at pace as they are providing senior leaders with reports on progress with major change in their space. Confidence working with data and financial literacy is a must, and will be tested at interview.

You will always:

* Work collaboratively with colleagues from across the organisation to provide support and guidance to change activities, sharing insights and learnings, helping to trouble-shoot and to resolve challenges.
* Develop an oversight of – and analyse and report on - key projects and programmes in a given portfolio, paying particular attention to risks and issues and working with colleagues to resolve them.
* Champion project, programme and change management disciplines and skills across the organisation.
* Support the development of our vibrant project, programme and change management ‘Community of Practice’, facilitating learning and development sessions where appropriate.

You may be asked to:

* Step in to set up high profile/multi-disciplinary projects at pace.
* Provide ongoing programme management support to areas of the organisation without resource to manage in house.
* Fix something (a process, a project, a challenge) at pace.
* Coach new project/programme managers to help them succeed in their role.
* Support teams to set up new projects, helping them to consider their business case, options for delivery and implications.
* Deliver workshops to facilitate change in areas of expertise you offer (that could be dependency mapping, process improvement, stakeholder engagement, etc).
* Deliver training on project, programme or change management.

**Technical Knowledge and Experience:**

To be successful in this role, you will demonstrate the following:

Essential

* Experience of successfully managing complex projects/programmes through their complete lifecycle.
* Data and financial literacy, with a flair for collating, analysing, presenting and communicating complex information in an accessible way, both in writing (Powerpoint/Word, mostly) and in person.
* Advanced Excel skills.
* A passion for working collaboratively to achieve your aims – your job is not always to do the doing, but support others to do so.
* Experience of training and guiding other staff, either formally or informally.
* Outstanding organisational and prioritisation skills, and the willingness to step in to help others with this.
* Comfortable with uncertainty, and working in a fast-paced environment with conflicting and changing priorities.
* A passion for identifying areas for improvement, and helping to resolve risks and issues.
* Strong interpersonal, communication and influencing skills.
* Resilience in the bucket load – highlighting areas for improvement isn’t always a comfortable position to occupy.
* Ability to build relationships at all levels of an organisation.
* A positive and proactive attitude. You must be a self-starter to find the gaps and help the organisation to fix them.

Desirable

* Experience of working within local government
* Experience of user-centred approaches to project management and/or continuous improvement (e.g. Agile, Lean).
* Formal accreditation (e.g. APM, Prince 2, MSP) would be helpful but we value relevant experience more than qualifications.
* Experience of portfolio management and reporting, including use of portfolio management/business intelligence software would be beneficial.

**People Management Responsibilities:**

No direct line reports

**Relationships;**

Responsible for building and maintaining a range of relationships, cross-functionally and at all levels of the organisation, including Directors, Heads of Service and Project/Programme Managers. By developing trusting and collaborative working relationships with colleagues from all areas you will earn a position that enables you to understand, assess and contribute to the successful development and implementation of projects, programmes and portfolios of change.

**Work Environment:**

Working mainly from our main office in Kings Cross (in-line with current government guidelines we are working remotely until further notice), you will be a part of a small but tightly knit team who work collaboratively to support the organisation. Flexible working options available/open to discussion.

Please note that this job profile is not exhaustive and you may be required to undertake additional or other duties as necessary, including occasional evening Council meetings.

**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 select the attached [HERE](http://camdocs.camden.gov.uk/HPRMWebDrawer/Record/7874852/file/document?inline)