## Job Profile

**Job title: Programme Manager – Supporting communities (Strategy)**

**Grade: Level 5, Zone 1**

### The team

The Supporting Communities Strategy team works closely with services to support and oversee delivery of a variety of place-based projects and programmes. We help drive change and improvements within the Council’s Supporting Communities Directorate, ensuring that projects and programmes are impactful and bring positive, lasting change for our communities.

### The role

Camden is embarking on a large-scale digital transformation. We have an ambition to create brilliant, modern services for our residents; to give our staff the best tools to do their job; to be data-driven; to use modern platforms and infrastructure; and to build a significant digital team to increase our digital capability. While we pivot to focus on agile delivery as a council, we are working to deliver a range of large and exciting projects within our digital function, and on behalf of the whole organisation.

This role will suit someone who wants to embrace agile delivery, but whose background is in technology project management and who is passionate about delivering challenging projects to timescale, within agreed budgets and scope.

Reporting to the Head of Strategy (Supporting Communities) you will be responsible for developing strong relationships with Directors and lead officers from across Supporting Communities and providing dedicated programme management on high profile initiatives that will help us achieve the transformation of our Housing Repairs service.

This is a priority project for the council and will involve connecting with teams across a diverse range of skill sets but particularly in the area of Property Management.

The Programme Manager will be responsible for providing leadership and strategic direction for the delivery of the Housing Repairs programme. The suitable candidate will be able to scope and develop multiple projects at pace, providing senior leaders with reports on progress with major changes in their space and highlighting any challenges posed to delivery.

Specific activities associated with this role include, but are not limited to:

* Maintaining a strategic view of projects within the programme, making sure they are aligned and co- ordinated to support delivery of the Council's specific strategies, outcomes and goals.
* Establishing short and long-term programme objectives and ensuring all those working on the programme are aware of and meeting them.
* Planning, scheduling, monitoring and reporting on overall progress and initiate corrective action as appropriate to ensure that programme deliverables are produced on time and within budget.
* Assigning tasks to those working on the programme and ensuring they are completed effectively. Raising and addressing performance issues where required.
* Monitoring programme risks and issues, working to resolve them wherever possible, escalating to the sponsor where required.
* Managing interdependencies and resource requirements for all projects within the defined programme as well as with other programme and change initiatives within the Council.
* Providing a framework to drive forward critical council initiatives involving the use and future planning and management of council assets
* Defining and managing the programme’s governance arrangements, including the monitoring and reporting cycles and change controls.
* Working closely with colleagues from Finance to provide robust cost management and accurate financial reporting to help ensure programmes deliver value for money.
* Giving regular updates to the sponsor and programme board and when required, to the Council’s Directorate Management Team (DMT)
* Leading in the coordination of working groups to develop a cross-cutting understanding of the various projects and seek to help resolve any challenges regarding data and reporting.

In addition, all project and programme management staff in Camden form an active Community of Practice. This Community, which is coordinated through a small team, exists to support each other to champion good practice in project and programme management. It is expected that the successful candidate will be an active member of the Community.

**About You**

The ideal candidate will have the following core knowledge, skills and experience:

**Knowledge**

Essential

* Understanding of financial management
* A deep understanding of modern project management best practice
* Demonstrable experience of using Scrum and Kanban agile delivery methodologies to manage cross functional teams
* Knowledge of modern technology, including cloud technology, architecture, and software practices

Desirable

* Knowledge of and ability to use a range of Agile and Lean tools and techniques
* Knowledge of local government property management

**Skills and Abilities**

Essential

* An absolute commitment to meet user need in the best, most efficient way
* Able to manage change
* A commitment to improve the quality of technology services to the council and to residents.
* Able to prioritise and organise resources in order to deliver services.
* Able to develop honest and positive relationships; internally – with council members, leaders, working groups, staff groups, trade unions etc and externally – with the local community, government, professional and partner organisations
* Able to explain complex ideas simply to audiences at all levels
* Able to be accountable for decisions
* Able to listen actively, even when you disagree with someone, making every effort to empathise with their viewpoint
* Able to manage large budgets
* Able to build business cases

Desirable

* Strong people management skills, with the ability to create a positive working environment in which equality and diversity are embedded in every aspect of the team’s work and output, dignity at work is upheld and staff are empowered and motivated to achieve good outcomes.
* Able to represent and be an advocate for Agile tools and techniques
* Able to establish strong feedback loops with internal and external users
* Able to have hard conversations with suppliers, negotiating to make sure the council gets the best possible value
* Able to build requirement documents for tendering exercises
* A passion for building diverse teams and communities

**Experience**

Essential

* Experienced in managing technology and digital projects.
* Experience planning for and managing large budgets
* Experience managing supplier relationships
* Experience working across multiple senior stakeholders
* Experience building delivery roadmaps and plans
* Experience of making difficult decisions through the analysis of relevant information and risk assessment.

Desirable

* Experience finding innovative ways to offer more cost-effective services
* Experience interpreting vision and strategy to drive delivery
* Experience taking part in procurement exercises
* Experience line managing others

**Equal Opportunities**

* Understanding of and commitment to the Council’s equal opportunities policies and ability to put into practice in the context of this post.
* Understanding of and commitment to achieving the Council’s staff values and ability to put into practice in the context of this post.

**Over to you**

We’re ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we’re supporting people, and we’ll redefine what a career can be. If that sounds good to you, we’d love to talk

**Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](http://camdocs.camden.gov.uk/HPRMWebDrawer/Record/8081811/file/document?inline).

**Diversity & Inclusion**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and Marginalised Ethnic groups **)**, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page2) for more information on our commitment.

**Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn’t.

At Camden we are proud to be one of Hire Me My Way’s inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,