

Designation:	Programme Manager – Transformation
Grade:	Stroud 8
Responsible to:	Strategic Director of Transformation and Change
Service Area:	Transformation & Change
Post Number:	New post

ESSENTIAL CRITERIA

QUALIFICATIONS

- Educated to degree-level or equivalent in a relevant subject, or equivalent by experience.
- Evidence of project management training.

EXPERIENCE

- Experience of leading and managing multi-disciplinary project teams on change programmes at an organisational level.
- Evidence of success in implementing large scale programmes and projects relating to customer/community focussed transformation and digitisation in either a public or private sector setting.
- Evidence of delivering significant financial and non-financial benefits from transformational change programmes.
- Demonstrable achievement in successfully managing programmes to time and budget, maintaining governance within an effective project methodology.
- Experience of leading and managing and the effective adoption and embedding of business change through the use of change management principles and practices.
- Experience of having worked in a political environment, skills in understanding and responding to different perspectives and taking a cross-organisational perspective with the ability to develop and sustain cooperative working relationships at all levels of the organisation and with external partners.
- Experience of presenting and using other communication tools in a project environment to a wide range of stakeholders of different levels, including expressing complex technical, system and process concepts and ideas clearly and concisely to a non-specialist audience.
- Significant resource management experience.
- Experience of procuring services via a variety of methods.
- Experience of managing a budget.

SKILLS & KNOWLEDGE

- An understanding of public sector organisations.
- Change Management and Influencing skills - to influence, negotiate and change the behaviours of service deliverers, internal customers and partners at Director / Head of Service level.
- Excellent organisational and time management skills, ability to plan and deliver objectives within an agreed timeframe.
- Excellent programme management skills, knowledge and understanding
- Recent practical knowledge of applying modern procurement practices.
- Effective stakeholder management and communication skills at a senior level across workforce, Members, external partners and service users.
- Team leadership and motivational skills.
- Ability to resolve conflicts in a project management environment.
- Competence in the use of IT systems and tools to support project governance and collaborative working.

PERSONAL ATTRIBUTES

- First class influencing and communication skills, coupled with a collaborative style.
- Excellent interpersonal skills with the ability to gain the respect of multi-professional teams, enthuse and motivate individuals and teams.
- Resourceful, enthusiastic, assertive, self-motivated and committed to personal and professional development.
- Resilience and flexibility in the face of changing circumstances.
- Strong organisational skills.
- The ability to hit the ground running in order to meet the project deadlines

OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Willing to work flexibly to meet the needs of the project.

DESIRABLE CRITERIA

QUALIFICATIONS

- Qualification in management.
- MSP, PRINCE2 or equivalent programme/project management qualification or equivalent by significant experience.

EXPERIENCE

A sound understanding of ethics, equality and diversity in a project context.

CORE COMPETENCIES

Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant on your customer, using effective listening with the ability to persuade and influence where appropriate.

Customer Focus

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment to understanding and meeting their needs, in line with policies.

Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to

enhance performance, motivation and ability to change.

Innovating

You will be able to seek better, more effective ways of delivering services.

Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its services.

You will be able to demonstrate how your work supports and meets the needs of the service.

Equality and Diversity

You will conduct yourself in a manner which demonstrates 'equality' in the workplace: respecting peers and valuing people as individuals. You will ensure the workplace is free from discrimination, respecting choice and everyone's right to have their own beliefs. You will show you appreciate 'diversity' through the added value of individual differences and varied experiences

Outer layers of the [competency framework](#) apply with Management and Leadership roles.