

Role Profile

Job Title:	Programme and Improvement Manager	Grade: 12	Spinal column point range:
Department:	Place	Post no:	48866
Directorate:	Place Delivery	Location:	Perceval House

Role reports to:	Director of Place Delivery
Direct Reports:	TBC
Indirect Reports:	Consultants, agency staff and interims as appropriate

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.

JOB DESCRIPTION

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the possible requirement to obtain a Disclosure and Barring Service (DBS) check. **(Delete if not applicable)**

PURPOSE OF ROLE:

To provide leadership to:

- Drive increasing performance across place delivery services
- Implement best practice in governance and decision-making,
- Ensure value for money through consistent challenge and capacity building.
- Enable service and subject matter professionals to focus on outcomes by providing support

KEY ACCOUNTABILITIES:

- Lead initiatives to improve performance across place delivery services
- Design and implement plans to continuously improve value for money.
- Embed strong and consistent project and programme management.
- Support the design of complete and robust business cases and business plans.
- Co-develop and monitor KPIs and other measures for the Council's
- Undertake project reviews and make recommendations for improvement. Implement necessary measures where necessary within specific teams.
- Provide co-ordinated advice to projects which synthesises the governance, legal, financial and other technical inputs into actionable measures to deliver project

<p>objectives.</p> <ul style="list-style-type: none"> • Ensure the necessary professional advice and support is secured at the outset of projects to ensure they are shaped from the outset in a way which smooths delivery, such as commercial, procurement, financial or legal. • Provide and maintain clear processes and procedures for appropriate decision- making for Council services. • Co-ordinate graduate and apprenticeship development programmes across Place Delivery.
<p>KEY PERFORMANCE INDICATORS:</p> <ul style="list-style-type: none"> • More effective and quicker decision-making • Improved project management • Increased value for money and efficiency
<p>KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):</p> <ul style="list-style-type: none"> • Director and Heads of Service within Place Delivery. • Senior staff across different directorates. • External partners, public, private and voluntary sector. <p>VALUES and BEHAVIOURS</p> <p>All staff will display the core values and behaviours of the organisation in their everyday work:</p> <ul style="list-style-type: none"> • Focussed on improving life for residents • Accountable • Trustworthy • Collaborative • Innovative
<p>AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):</p> <ul style="list-style-type: none"> • Sign off expenditure against budget within agreed limits • Provide governance and performance oversight • Develop policy proposals

Person Specification

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(NB: if you have more than 12 points in your person specification, please highlight those you wish applicants to address in their application with a **. We recommend a maximum of 10 if possible)

ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES

ESSENTIAL EXPERIENCE:

1. Leadership experience with the ability to work effectively with and influence peers, directors and executive directors.
2. Experience of driving systems change and behaviour change across a broad cohort of colleagues.
3. Ability to grasp and advise on financial, commercial, legal, procurement and other professional disciplines.
4. Adaptable and flexible working style and ability to pick up and independently lead a wide range of different tasks.
5. Ability to 'troubleshoot' and spot ahead potential problems and issues for the Directorate's key projects and where appropriate, intervene to resolve.
6. Ability to achieve results in a large complex organisation with a variety of stakeholder interests.
7. Robust and resilient in the face of barriers and set-backs with a relentless focus on results.
8. Experience of project and programme management methodologies and putting them into practice.
9. Ability to build relationships quickly within the directorate and across the Council.
10. Excellent communication skills with the ability to effectively convey complex information at all levels.
11. Ability to influence, negotiate and constructively challenge to achieve productive solutions
12. Ability to work under pressure to challenging timetables and manage a varied workload with competing priorities.
13. An understanding of issues relating to Place-based services including housing and environmental services.

ESSENTIAL QUALIFICATION(S), EXPERIENCE AND REGISTRATION (e.g. HCPC)

- A background and qualifications in finance, legal, programme management or other related disciplines would be an advantage.

Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards