

Role Profile

Directorate:	Customer and Place
Location:	Hybrid (Remote / Colindale, London NW9 4EW)
Job Title:	Corporate Programmes Advisor
Grade:	(Grade J - £40,566 to £45,576)
Post No.:	508910
Reports to:	Head of Programmes Performance and Risk

1. Purpose of Job

The post holder will work closely with senior managers across the organisation to implement the corporate programmes framework, including providing oversight of key projects and assurance on project and programme delivery for the Council Management Team. They will be responsible for managing projects and programmes in support of the council's key strategic priorities, as well as providing advice on special projects and programmes delivered by the council's strategic contracts with Capita. They will work closely with the Special Projects Officer who will co-ordinate requests for special projects and resources and manage all financial monitoring, invoicing and payments.

The post holder will have strong interpersonal skills and be able to establish and maintain effective working relationships across the organisation. They will demonstrate a comprehensive understanding of project and programme management; an ability to master new and complex subject areas and problem solving; and display excellent judgement and political awareness.

2. Key Accountabilities/Duties/Responsibilities

2.1 Corporate Programmes Framework

- Regularly review and maintain a corporate programmes framework outlining responsibility and accountability for projects and programmes
- Ensure appropriate governance arrangements are in place to provide assurance on the delivery of key projects and programmes to meet the council's key strategic priorities
- Ensure project management guidelines are up-to-date and key projects comply with these, including correct use of project templates such as issues and risk logs
- Maintain oversight of key projects and programmes, including a repository of key documents
- Establish criteria for escalating risks and issues on projects and programmes to senior managers and CMT and ensure compliance with this
- Ensure key projects and programmes are reported to the relevant Boards and/or CMT
- Provide project and programmes reports and relevant analysis for key stakeholders

- Provide advice to project leads on project and programme management, such as on business cases, project plans, resources and controls
- Implement improvements to project management guidelines and templates, for example in response to recommendations from internal audit reviews
- Commission and/or provide training to project sponsors and project officers on the council's approach to project and programme management, including project management guidelines
- Support a culture that drives continual improvement, efficiency savings and high levels of customer satisfaction

2.2 Corporate and Directorate Programmes

- Initiate and manage corporate and directorate projects and programmes in support of the council's key strategic priorities, providing expertise and resource to ensure that projects are run to time and budget and to a high quality; and deliver key outcomes
- Provide advice and support to project and programme boards at specific points of the project/programme cycle, from initiation to project management and delivery of benefits
- Provide advice and support to project leads on initial scope and design of business cases, project plans, resources and controls
- Undertake options appraisals, assessments and evaluations to support outline and full business cases
- Ensure project controls and governance arrangements are in place and regular reports are provided to project and programme boards
- Manage project/programme budgets within agreed financial parameters and undertake budget monitoring and forecasting
- Ensure benefit realisation plans are in place and benefits are tracked/tested
- Ensure change is effectively managed, advising on engagement activities or other controls

2.3 Leadership and Management

- Provide strong and visible leadership on the design and management of projects and programmes, advising on the management and delivery of change across the organisation
- Develop effective working relationships with internal stakeholders, partner organisations and external bodies
- Provide professional supervision of staff and/or external partners to ensure a high quality of service provision within professional guidelines and standards

2.4 Special Projects

- Provide advice on projects and programmes delivered by the council's strategic contracts with Capita, and challenge stakeholders on the design, delivery and resourcing of these
- Ensure special projects comply with project management guidelines, including correct use of project templates
- Track and report on projects, including benefits, spend and lessons learned

- In conjunction with commercial and programmes colleagues, regularly review the process and templates for special projects to ensure they remain fit-for-purpose and implement any agreed recommendations for improvements
- Work closely with the Special Projects Officer responsible for co-ordinating special projects and resources and managing financial monitoring, invoicing and payments.

2.4 Communications

- Develop effective working relationships and communications with all stakeholders in relation to project and programme management, building support and engagement
- Ensure any issues or complaints are dealt with, and resolved, in an effective and timely manner
- Communicate, maintain and continuously review the use of corporate standards for project and programme management
- Seek to continuously improve the level of service provided by the team, using performance information where appropriate.

3. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work.

4. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above and which is on occasion outside of normal working hours and/or at locations that differ from the primary place of work. Such duties, however, will fall within the scope of the posts, at the appropriate grade.

This job description is not exhaustive and may change as the post or the needs of the council develop. Such changes will be subject to consultation between the post holder and their manager and, if necessary, further job evaluation.

5. The Council's Commitment to Equality

Deliver the council's commitment to equality of opportunity in the provision of its services. All staff are expected to promote equality in the work place and in the services the council delivers.

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Knowledge, training and experience

- Educated to degree level or equivalent by experience
- Evidence of continued professional development
- Project and/or programme management qualifications (e.g. Prince2) or equivalent by experience
- Understanding of the principles of effective project and programme management, including governance and strategic decision-making
- Knowledge and experience in managing commercial relationships (desirable)
- Understanding of the commissioning cycle and the role of projects to deliver change
- An understanding of local authorities and the context in which they operate
- Experience of managing a mixed and varied workload of conflicting priorities, responding effectively to the needs of all stakeholders
- Advanced knowledge of the Microsoft Office Suite, in particular Outlook, Word and Excel

Skills

Planning, organising and controlling skills

- Proven ability to manage a complex workload and deliver high quality, accurate and timely work without supervision. This requires an ability to identify matters which require urgent attention and able to manage conflicting priorities and respond to unexpected demands
- Highly developed problem solving and analytical skills
- Effective user of consultancy and project management tools and techniques
- Ability to manage projects and programmes, including the analysis of data to produce meaningful reports around project delivery
- Ability to analyse and interpret complex information quickly and produce findings and recommendations for actions/areas of improvement
- Ability to prepare reports and presentations on potentially complex issues and present to a variety of audiences in an effective and clear style
- Ability to manage project/programme budgets within agreed financial parameters
- Ability to motivate staff, set priorities and targets, direct and plan work to provide an integrated service to meet service standards/deadlines

Communication and influencing skills

- Excellent communication, stakeholder and relationship management skills with proven ability to integrate well into a team and build relationships with a diverse group of senior stakeholders
- Strong interpersonal skills and able to challenge, support, influence and engage senior management and other stakeholders in a professional and effective manner; responding to different perspectives and taking a cross-organisational perspective
- Knowledge and experience in managing commercial relationships and working effectively with partners in a political environment
- Ability to work effectively in a political environment and establish positive relationships with councillors, senior managers, staff, external partners and interest groups in a way that establishes confidence, credibility and trust
- Ability to work with a range of strategic partners to shape and influence design and delivery of projects and programmes
- Ability to distil complex projects into simple reports
- Ability to work as part of a virtual team across sectors and boundaries
- Identifies opportunities for co-operation and interdependency across groups and delivery units.

Initiative and Innovation skills

- Continuous ability to source, assimilate and analyse data and information relating to wide range of services and translate into an easily understood format
- Ability to work autonomously and determine the best course of action in a given situation, recognising process and protocol constraints
- Ability to work effectively, flexibly and constructively with colleagues in a team where team members work positively to a shared goal
- Ability to promote workforce diversity and contribute to wider equality and diversity agenda
- Demonstrates a high level of personal drive and energy that sets an example to others
- Adapts leadership style to suit the situation.