

**LONDON BOROUGH OF HACKNEY**

**Job Description**

<b>POST TITLE:</b>	Programme Manager
<b>DIRECTORATE:</b>	Climate, Homes and Economy
<b>SERVICE:</b>	Employment, Skills and Adult Learning
<b>GRADE:</b>	<b>PO7</b>
<b>LOCATION:</b>	Town Hall, Mare Street, E8 1EA
<b>RESPONSIBLE TO:</b>	Head of Commissioning and Performance
<b>RESPONSIBLE FOR:</b>	Directing and steering Project Managers delivering Connect to Work programme Matrix managing up to 15 staff
<b>POSITION STATUS:</b>	Fixed term contract

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**PURPOSE OF THE JOB:**

- The postholder will establish and support the programme management systems for the Connect to Work DWP funded programmes, and support effective delivery of the programme by ensuring compliance requirements are met according to CLF, DWP and audit terms and conditions.
- Responsible for managing, monitoring and overseeing all risks related to grant funded programmes and ensuring day to day management of all contract compliance and report on compliance areas and performance. This includes where appropriate to shape and future-proof compliance policies and procedures for Employment, Skills and Adult Learning service.
- The postholder will effectively work with and robustly manage the delivery team to ensure that the delivery is compliant at all times. Be responsible for implementing a collaborative approach to provide advice, support and guidance with the aim of standardising compliance and governance requirements across all Employment, Skills and Adult Learning grant funded programmes.

## **MAIN AREAS OF RESPONSIBILITY:**

- Establish and implement a robust compliance framework to drive, manage and review performance of the grant funded programme to ensure compliance with Grant Conditions and Audit Requirements.
- Lead the development, implementation and maintenance of a performance management, monitoring and reporting framework for the grant funded programme and any contracted services relating to the programme in accordance with relevant Grant Conditions and Council Procedures.
- Responsible for the effective programme management, monitoring, evaluation and reporting of grant funded programmes in the Employment, skills and adult learning service i.e. Connect to Work.
- Lead monitoring, verification and assurance visits to ensure the employment programme delivered are:
  - a. Compliant against contracted outcomes and spend
  - b. Value for money
  - c. Aligned with Council Corporate priorities
- Support Delivery Partners in the implementation and maintenance of programme delivery and monitoring systems in accordance with Grant Conditions and Audit Requirements.
- Responsible for the ongoing development of the Employment, Skills and Adult Learning CRM system to ensure it is fit for purpose and used effectively and efficiently across all the grant funded programmes.
- Lead on ensuring the claims submitted to the funders are accurate and in line with the grant conditions.
- Collect, analyse and provide accurate and timely performance data, risk analysis and market intelligence to allow appropriate scrutiny of activities by the Senior Management team, auditing bodies and regulatory committees.
- Organise work processes to deliver team responsibilities on time, on budget and to agreed quality standards to ensure that the work carried out by the functions for which the post holder is responsible is in accordance with required Council standards and standing orders, legal requirements and national and local objectives and that adequate monitoring and auditing processes are in place
- Identify and implement new and innovative ways of service delivery and improvement

- Produce and present reports to the Senior Management team, Employment and Skills Board, Senior Council Officers, Council Committees and other partner or stakeholder meetings as necessary.
- Chair quarterly performance meetings with all the commissioned providers or as and when required
- Ensure, via effective governance, programme management and performance monitoring, the work Employment and Skills granted funded programmes contribute to Council objectives, priorities and outcomes set out in the Strategic Plan, Climate Action Plan, Local Plan, and other relevant documents.
- Manage internal and external relationships and partnerships ensuring that internal and external partners are contributing effectively to the delivery of Employment & Skills programmes.
- Communicate in a confident, authoritative and assertive manner that is in line with established policies, practices and priorities of the Council and maintains and enhances its credibility.
- Ensure programme and performance management arrangements are in place to translate corporate and strategic aims into operational practice that will achieve continuous improvement for the Council.

### **Team**

- Line manage programme staff and matrix manage multi-disciplinary project teams.
- Accountable to the Head of Commissioning and Performance in the management and monitoring of grant funded programmes across the service, and with external partners.
- Deputise for the Head of Commissioning and Performance as required.

### **Other Duties and Responsibilities**

- Apply the Council's agreed project management techniques where required, ensuring the maintenance of up to date records which will enable the provision of timely, relevant and comparative information together with early warning of potential difficulties.
- Undertake additional duties consistent with the role as may be allocated by the Head of Service
- Ability to set and prioritise a heavy and demanding workload to meet deadlines.

- Ability to use word processing and advanced spreadsheet packages.
- Put forward new and innovative ways of delivering services that provide high quality and good value for money.

***NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.***

## **LONDON BOROUGH OF HACKNEY**

# **Personal Specification**

### **Knowledge and Experience**

- Track record of leadership with a proven ability to work with partners and build, maintain and contribute to effective teams and relationships.
- Experience of managing a large scale, complex grant funded programme with multiple partners with demonstrable performance management techniques and an ability to develop and negotiate challenging outcomes and goals.
- Experience of developing and sustaining successful partnership working with public and private sector partners and stakeholders to facilitate the delivery of a complex programme.
- A proven ability to manage complex, large scale multidisciplinary programmes anticipating problems, providing effective solutions and options to achieve successful outcomes in line with specific aims and objectives.
- Highly organised programme management skills, including ability to accurately manage complex delivery and financial programmes.
- Highly developed oral, written and presentational skills and excellent negotiation and relationship management skills.

- Strong leadership skills to allow motivation and management of staff and to effectively build consensus amongst partners and direct working groups.
- Ability to work closely with and establish positive relationships with Members, Chief Officers, senior council officers across sub region, the GLA, DWP, other Central and London Government Agencies and individuals as necessary.
- Ability to think strategically with a view to positive long-term outcomes.
- Willingness to work outside normal working day for public and Council meetings and to achieve deadlines.
- Ability to operate as a member of a wider team in order to meet agreed objectives.
- Effective meeting and participation skills with evidence of the ability to participate at senior management level.
- The post holder will be required to undertake such other additional duties as may be required from time to time by the Strategic Head of Service

## **QUALIFICATIONS**

- The post holder will have a relevant degree and/or postgraduate qualification, although consideration will also be given to applicants who are not qualified but who can demonstrate they have worked at the required level for a significant period of time.
- A project or programme management qualification is desirable.

## **SKILLS/KNOWLEDGE**

### **Accountability**

- Experience of building positive relationships with a range of both internal and external stakeholders, understands political drivers and the role of members
- Experience of creating a culture of learning, to maintain a capable and high performing workforce.

### **Delivery**

- Experience of developing structured plans, setting clear delivery objectives that implement strategy and supporting managers to develop clear approaches to learning and evaluation that help drive continuous improvement.
- Experience of empowering others and will enhance the reputation of the Council.
- Experience of managing service change programmes that provide innovative outcomes.

### **Decision Making**

- Experience of making decisions through the analysis of relevant information and risk assessment.
- Able to make decisions that demonstrate commitment to the Council's vision for a better Hackney.

#### Working Together

- Experience of cross organisational working, taking into account others' views and that harnesses the benefits of having a diverse workforce.
- Experience of developing teams that takes account of the needs of diverse stakeholder groups.

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