CAJE REF CYM/Wales/2023/0011

APPROVED 17/02/2023







**JOB TITLE Programme Manager – Band 8a**

**JOB OVERVIEW**

The Programme Manager will lead the implementation and delivery of a range of high-profile programmes and workstreams across the organisation in collaboration with colleagues and partners.

Acting with the highest level of autonomy the postholder will be expected to be the strategic lead for managing complex programmes which impact across the organisation

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| **Main Duties of the Job** | | |
| Lead and manage a range of strategic programmes and projects, often on a national basis, and ensure that a recognised programme management approach is built into all aspects of work.  Co-ordinate and deliver the workstreams within the Programme maintaining a planning framework with supporting processes for both long-, medium- and short-term programme objectives.  Work with senior managers and teams to identify opportunities for continual service improvement by utilising programme and project management methodologies. | | |
| **Responsible to** | | |
| **Reporting:** | **Accountable:** | **Professionally:** |
| **Main Responsibilities** | | |
| **Communications**  Communicate highly complex information relating to specific service changes. This will often be contentious where proposed change has a major impact on established ways of working and there is little consensus. Use sound communication and negotiation skills to overcome barriers to understanding and resistance to change where there may be conflicting interests and priorities.  Write highly complex, detailed reports for a variety of senior audiences e.g., board papers, multi-stranded business cases and options appraisals  Use negotiating skills to persuade senior managers on the importance of programme initiatives. This will involve communicating contentious information including in relation to suboptimal performance in the delivery of services.  Negotiate with a wide range of senior stakeholders including Welsh Government, Executive Directors and senior clinical and non-clinical staff who will often have competing interests and priorities.  Make formal presentations to large groups of people often at a very senior level.  **Improvement and Monitoring**  Decision maker on a range of complex/highly complex project/programme issues where there may be more than one course of action and where expert opinion may differ e.g., identifying and resolving dependencies between workstreams which will affect the delivery of the overarching programme.  Analyse performance, capacity, and demand data, assess projects, identifying areas for collaborative working.  Establish performance indicators and develop a monitoring framework to ensure that performance of complex project and service issues can be measured and reported in response to local, national and programme specific requirements.  Lead the production of appropriate performance and outcomes indicators and develop a monitoring framework to support the regular assessment of data captured  Ensure key performance indicators and outcomes measures are reported that inform judgements on the required actions to address issues considered by relevant projects.  Lead the preparation of Programme, Project, Stage and as required Exception Plans, for sign off by the Programme Board. Ensure the plans align with the organisation’s IMTP.  Analysis and interpretation of complex and multi-faceted information is critical to this role. The post holder will develop an overview and appraisal on the basis of the analysis undertaken, advising senior managers and stakeholders on project performance and options for future delivery  **Planning and Design**  Lead in the co-ordination and adjustment of programme plans to deliver service development and improvement programmes to include the scheduling of activities and milestones  Lead the preparation of Programme, Project, Stage and as required Exception Plans, for sign off by the Programme Board and in alignment with the organisation's IMTP.  Undertake strategic planning to deliver the programme working with a large number of multi-professional stakeholders within and outside of the organisation to ensure key deliverables are achieved  Prepare, plan, and execute the full lifecycle of planning, programme and project management based on best practice, from inception to implementation and final delivery sign offs. This includes development of PIDs, business cases, project plans, development of sign off criteria and the preparation of project review documentation  **Policy Development**  Lead responsibility for the development and implementation of new pathways, processes, protocols, and policies within the specialist area which will have a substantial impact on the planning and delivery of services across the organisation  Interpret national guidelines and policy to enable management of the Programme including risks and develop contingency plans as and when necessary.  Ensure programme policy complies with all relevant legislative and regulatory requirements within the specialist area  Lead responsibility for the implementation of programme specific policy and strategy across the organisation e.g., development of IMTP  **Finance and Budget**  To hold and manage the programme budget affectively and be an authorised signatory and budget holder for the programme  Work with the senior finance team to develop and support the process for tracking and reporting of financial improvement schemes  Support the budget setting process. Responsible for ensuring adherence to the budget, ongoing monitoring of expenditure against budget and ensuring the appropriate documentation is available for scrutiny.  To ensure the effective use of all resources and to ensure that any agreed budgets are kept within specified financial limits and operate within approved financial policies.  **Management, Leadership and Training**  Direct line management of staff within the programme which includes appraisals, sickness management, grievance and disciplinary matters.  The postholder will have matrix management responsibility and responsible for leading and directing the day-to-day activities of the workforce assigned to their projects and programme(s).  **Digital and Information**  Uses a wide range of IT applications to create reports based on a range of information from a variety of sources, presenting those to groups as necessary.  **Evaluation and Audit**  Provide advice on research activities in new areas taking account of evidence from elsewhere.  Undertakes continuous evaluation of programme performance including monitoring and benchmarking of outputs using a range of qualitative and quantitative methods  Undertakes complex audits related to the programme | | |

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| **Qualifications and Knowledge** | **Experience** |
| **Essential**  Educated to master’s degree level or equivalent experience    Evidence of continued professional  development    Project and/or Programme management office qualification, PRINCE2, MSP or equivalent experience | **Essential**  Experience of management and managing successful projects at a senior level    Effective partnership working in the public sector    Significant experience of successfully delivering change projects in complex and challenging programme environments.  Experience of effective stakeholder working with external bodies  **Desirable**  Experience of working within the NHS |
| **Skills and Attributes** | **Other** |
| **Essential**  Highly developed interpersonal and communication skills  People Management skills  Track record of complex problem solving in a project management environment  Competent in the use of desktop applications  **Desirable**  Advanced IT skills in a range of desktop applications e.g., Excel, Power BI | **Essential**  Travel around Wales, and possibly further afield on a regular basis  **Desirable (but not essential)**  Welsh Speaker (Level 1) or willingness to work towards |