



# ROLE PROFILE

Role Profile	
<b>Job Title</b>	Programme Manager
<b>Department</b>	Project Management Office
<b>Reports to</b>	Lead Project Manager
<b>Location</b>	Building 2, Derriford Business Park, Plymouth

<b>Job Purpose</b>	<p>To work with internal and external stakeholders to manage all aspects of their programme management requirement.</p> <p>To support Delt, our partners and customers to deliver their strategic priorities and objectives.</p> <p>Organise and manage programmes of work, comprising business as usual work and IT transformation projects.</p> <p>Provide mentoring and guidance to Delt Project Managers.</p> <p>Enable all aspects of programme / project level governance.</p> <p>It is expected that the Programme Manager will regularly interface with GP practice managers / GPs and Primary Care leads / Digital Transformation managers across the Southwest. An individual with appropriate gravitas, clinical knowledge and highly developed relationship management skills is therefore preferred. This is a very hands-on role requiring a very experienced delivery-focussed individual with extensive stakeholder management skills.</p>
<b>Key Competencies &amp; Outputs</b>	<p>Gathers complex internal and external stakeholder requirements and works in collaboration with leadership and specialist functions within Delt, procurement, HR and architects to influence policy and strategy formation developing appropriate business cases to meet strategic priorities.</p> <p>Develops programmes to meet the business case objectives, identifying benefits to be realised, risks/mitigations, projects and commissioning briefs, tranches for delivery and overall costs.</p> <p>Demonstrates clear leadership ensuring delivery of the programme working with the customer, external suppliers and Delt team in a matrix management structure. Working collaboratively with customers, leadership teams, business as usual managers and project commissioning to achieve objectives within cost, time and quality expectations.</p> <p>Monitors and maintains key information reporting on the progress of programmes with visibility to sponsors and Delt PMO using tools, exception reports and via other governance structures such as programme boards, presentations.</p>

	<p>Manages overall programme risk and issues gaining understanding the implications of new technologies from specialists, identifying mitigations and overseeing escalation with stakeholders as required.</p> <p>Actively participates in audit and quality reviews.</p> <p>Manage programme change control understanding impact of changes on constituent BAU or projects; leading on risk mitigation; gaining sponsor, portfolio agreement for revisions to time, cost, quality or changes to programme delivery specification.</p> <p>Ensures that projects transition in a managed way and follow-on benefits realisation activities are actioned.</p> <p>Monitor and report on programme benefits realisation achievement against the business case to sponsors and portfolio holders.</p> <p>Undertaking final analysis of programme against objectives with sponsors to enable programme close.</p> <p>Participates and supports delivery of process improvements based on project delivery performance working in liaison with the PMO Manager and leads.</p> <p>Provides programme management expertise to projects as part of people and skills improvement, actively coaching staff.</p> <p>Works in a professional capacity engaging with specialist services as required and maintaining ethical standards and legal compliance.</p> <p>The accountabilities listed here are not an exhaustive list. The post holder will be required to work in any area of the business and deliver ad-hoc duties as and when directed.</p>
<p><b>Experience, Knowledge, Skills and Qualifications</b></p>	<p>Excellent interpersonal skills and able to build collaborative working relationships with senior internal and external stakeholders.</p> <p>Excellent verbal/written communication and presentation skills for working with a range of colleagues, stakeholders and partners.</p> <p>Able to analyse and structure complex information to make evidence-based decisions and application of risk management techniques to IT service management.</p> <p>Demonstrable experience of delivering multifaceted programmes of work (preferably in an IT environment) in a complex organisation, at scale, and or at pace.</p> <p>Demonstrable experience of leading teams to ensure projects are delivered on time to quality and to budget. Being able to work in both face to face and remote managed environments.</p> <p>Demonstrable experience working in a professional IT environment using ITIL based assurance processes and customer management systems.</p> <p>Demonstrable experience in business change and business benefits management and able to evidence realisation of benefits.</p> <p>Demonstrable experience of successfully managing large scale IT procurement by tender, framework or OJEU.</p> <p>Able to develop and foster an environment for creative solutions to solve problems.</p> <p>Able to work in environments where there are competing priorities.</p> <p>Demonstrates an ability to work independently to resolve unexpected problems, with a high degree of initiative.</p>

	<p>Significant experience of using MS Project and Project Online or Project Server.</p> <p>Relevant project / programme management qualifications.</p> <p>Certifications in any of the following would be advantageous:</p> <ul style="list-style-type: none"> <li>• MSP</li> <li>• LEAN</li> <li>• Six Sigma</li> <li>• Business Process Improvement</li> </ul> <p>Degree or equivalent level of experience.</p> <p>Full driving license.</p> <p>Commitment to personal and professional development.</p>
<p><b>Corporate Standards</b></p>	<p>In accordance with Delt organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, client confidentiality and appropriate information governance.</p> <p>All employees must always act in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures.</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.</p> <p>Undertake all duties with regards to the Delt equalities policy and relevant legislation</p> <p>In a 'people first' environment, the post holder must be aligned to Delt's values and standards.</p>