ROLE PROFILE

Role Profile	
Job Title	HCM Programme Manager
Department	Project Management Office
Reports to	Chief Projects Officer / Chief Services Officer

Job Purpose	The Programme Manager for the Human Capital Management (HCM) replacement project is responsible for leading the planning, execution, and successful delivery of projects related to the replacement of Delt and Plymouth City Council's HCM system.
Key Competencies & Outputs	**Project planning and initiation.** Collaborates with stakeholders to define project objectives, scope, and deliverables for the replacement of the existing HCM system. Develops detailed project plans, timelines, and resource allocation strategies. Conducts thorough assessments of current HCM processes and systems to identify areas for improvement. **Vendor selection and contract management** Establishes and maintains effective working relationships with vendors throughout the project lifecycle. **Project execution and monitoring** Oversees the execution of project activities according to established plans and timelines. Leads, manages and have direct line management responsibilities for a dedicated project team. Works in close collaboration with Delt's customers, particularly Plymouth City Council. Monitors project progress, identify potential risks, and implement mitigation strategies as needed. Conducts regular status meetings with project team members and stakeholders to review progress and address issues. Prepares, chairs and participates in project audit and quality reviews. Manages the change control of the project gaining agreement for revisions to time, cost, quality or delivery specification with project sponsors and business system owners. **Data migration and systems integration** Collaborates with IT and data management teams to plan and execute data migration activities from the old HCM system to the new platform. Ensures seamless integration between the new HCM system and other relevant systems and applications within the organization. Conducts thorough testing of data migration processes and system integrations to ensure accuracy and reliability.

	Quality assurance and user training Develops and implements quality assurance processes to ensure that the new HCM system meets established standards and requirements. Coordinates user acceptance testing (UAT) activities, gather feedback, and make necessary adjustments to optimize system functionality. Provides training and support to end-users to facilitate the successful adoption of the new HCM system. The accountabilities listed here are not an exhaustive list.
Experience, Knowledge, Skills and Qualifications	This role requires a strategic mindset, strong project management skills, and a deep understanding of HCM processes, technologies and the key suppliers in the market. Proven experience managing HCM replacement or upgrade projects, preferably in a corporate or organizational setting. Excellent interpersonal skills, able to build and foster collaborative working relationships with internal and external stakeholders. Excellent written and verbal communications skills for delivery of workshops, business cases, board reporting and tailoring documentation and material to meet the needs of the audience. Able to analyse and structure information to make evidence-based decisions. Demonstrable planning and organisational skills with risk and issue management Demonstrable experience managing resources to ensure projects are delivered on time to quality and to budget. Knowledge of business change and business benefits management techniques and experience. Able to develop and foster an environment for creative solutions to solve problems. Demonstrable experience working in a professional IT environment using ITIL based assurance processes and customer management systems. (Experience of using MS Project / Project Online or a similar project management toolset. A relevant project management qualification (e.g. APM, PMI) is desirable
Corporate Standards	In accordance with Delt's 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. All employees must always act in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures. All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures. Undertake all duties with regards to the Delt equalities policy and relevant legislation. In a 'people first' environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behaviour.