WOKINGHAM BOROUGH COUNCIL	**Job Description**		Job Reference
Job Title	ASC & CS IT Programme Manager		
Service	Chief Exec	Team	IT
Location	Shute End / Remote		
Reports to	Service Manager – Technology & Project Delivery		
Grade: 10	Type of position:		Hours per Week:
Depending on experience	FTC 12 - months Full Time		37

This job description has been designed to indicate the general nature and level of work performed by employees within this post. It is not designed to contain or be interpreted as an inventory of all duties, responsibilities and outputs required of employees assigned to the role.

Service Purpose

Drive, lead and manage major and complex change to increase the efficiency and improved outcomes for Wokingham, ensuring involvement and engagement with key stakeholders. Working collaboratively with the senior leadership teams of the Council and stakeholders to deliver the corporate objectives of the Council.

General Description of the job

The post-holder will be responsible for the successful delivery and monitoring of core strategic programmes within a portfolio of change, with a proven experience of delivering projects with Adult Social Care and Children's Services. Knowledge and experience of leading/managing programmes of work including the following systems – Mosaic, Capita One, CRM for Education to name but a few. They will focus on programme objectives, programme level risk and issue management and benefits to be owned, measured, and tracked. They will engage with cross-functional senior stakeholders to drive good governance across the programmes and ensure information is clear and transparent, support change management, maximise opportunities, escalate issues and address any resourcing impacts.

They will assure the quality and accuracy of reporting across programmes, capture and disseminate lessons learned and emerging best practice to drive present and future programme development. They will be integral to the Business Change and PMO departments to align and work within a framework for consistency of outputs, shared information, processes, and governance.

- Monitoring of the IT project/programme delivery for ASC & CS
- Responsible for tracking of project/programme scope and benefits
- Managing project budget and resource requirements for projects
- Managing project/programme level risks, issues and interdependencies within IT project delivery
- Resolving issues and dependencies with other Project managers and IT project delivery lead as necessary

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Organisation Chart

Chief Operating Officer
I
Head of DDaT
I
Service Manager – Technology & Project Delivery
I

Main Accountabilities of the post

1	Responsible for supporting the daily delivery of Infrastructure projects across Council Directorates.
2	Responsible for coordination of a strategic portfolio, working closely with the Project Delivery Lead, Business Change Managers, PMO and Project Managers to ensure successful implementation and impact management.
3	Accountable for the tracking of Programme level related risks across the Council with appropriate escalation and facilitation of risk and assurance sessions with senior leaders to understand potential issues, seek mitigations and provide successful delivery of services.
4	Accountable for maintaining PMO Framework and processes and internal Project and Programme Management expertise that will ensure WBC has a sustainable, long term approach to Programme and Project Management.
5	Leading, motivating, and developing staff involved with Projects and Programmes in line with delivery requirements, to achieve consistently high employee engagement and performance, including line management responsibilities if required.
6	Contributing to strategy, performance and quality control, and service and financial planning for specialist areas.
7	Working collaboratively with colleagues and strong stakeholder management skills e.g. with members, partners, other stakeholders.
8	Assisting the development of the Service across the organisation including mentoring staff in order to improve delivery of Programmes and support career development.
11	To undertake any other duties commensurate with the general levels of responsibility of the post.

Additional Corporate Responsibilities

1	**High Support, High Challenge:** To ensure that you bring forward your good ideas, to challenge areas where the Council can improve, and to contribute to the Council's ongoing success
2	**Behaviour:** Works within the Council's "competency framework" and adheres to the Code of Conduct and the Council's Constitution.
3	**Health and Safety:** Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.

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4	**Equal Opportunities:** To take positive action to ensure a thorough understanding of and positive commitment to equality in both service delivery and employment practices.
5	**Safeguarding responsibilities:** At all times to demonstrate and positively reinforce our commitment to safeguarding and promoting the welfare of children and vulnerable adults.

Scope		
Resources	Facilities, equipment, or systems within overall span of control.	
DBS Check required	No	

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Person Specification		
Should focus here on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable. There is no need to repeat value requirements or corporate responsibilities.		
Qualifications	**Essential**	**Desirable**
	Relevant Programme and Project Management qualification or skills and experience (MSP or similar).	Member of a relevant professional body or chartered institute.
	Educated to degree level (or be able to demonstrate equivalent knowledge, skills and aptitude).	Knowledge of local government and particularly transformational Government and efficiency agenda.
Technical Skills	**Essential**	**Desirable**
	Ability to grasp and interpret high and low level technical infrastructure designs, technical concepts and documentation.	
	Ability to articulate technical concepts and designs to stakeholders across the business with varying levels of technical understanding	
	Able to pass on knowledge to colleagues in a clear and controlled manner	
	Highly developed organisational skills	
	Demonstrable ability to work in a team	
	Good communication skills with the ability to express views clearly orally and in writing, to prepare reports and briefing notes for presentation to Project Groups, at Programme level, to Senior Managers or elected members.	
	Good inter-personal skills with the ability to work with all stakeholders including Councilors, Directors, Heads of Service, officers, contractors, partners to agree	

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	and deliver the required outputs.	
	Computer literate including experience of using IT systems and Microsoft Office software (e.g. Word, Excel, Outlook, Project & Visio).	
Knowledge and experience	**Essential**	**Desirable**
	Proven ability in managing projects, other managers and staff to achieve agreed outputs, within budget, including benefit realization.	A knowledge of Business Improvement and supporting technologies would be an advantage.
	Experience working with and alongside technical teams including managing technical projects	
	Proven experience of delivering projects within Adult Social Care and Children's Services, including Mosaic, Capita One and CRM for Education	
	Proven experience and evidence of working in multiple technical & analytical disciplines (data, system & workflow improvements, portals)	
	Ability to work on own initiative, to solve problems, and to take decisions to secure required results.	
	Demonstrable ability to prioritise Projects and activities including the ability to handle competing claims on time, and to keep calm in a crisis or difficult or challenging situations.	
	Ability to give support, advice and assistance on Project and Programme Management methodologies.	
	Ability to produce clear and concise documentation.	
	Demonstrable ability to analyse and evaluate complex information from a range of sources in order to form	

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	judgements and make decisions.	
	Programme and Project Management experience with evidence of successful delivery of significant and complex projects including the identification, recording and tracking of expected benefits from the project during the Project lifetime.	
	Experience of using Microsoft applications including Word, Excel, MS Project, MS Visio, PowerPoint.	
	Experience or application of a recognised Project and/or Programme Management methodology.	
	Proven experience of Programme Management, liaising with managers and staff at all levels.	
	Experience of managing staff.	
	Proven experience and evidence of working with 3rd party providers, suppliers or consultants in the delivery of significant and complex projects.	

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