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| Role Title  | Programme Manager |
| Function & Dept. | Customer Experience |
| Career Growth Level | Contributing & Developing (D) |
| CGP Descriptor  | Qualified specialists, recognised for their expertise, serving as pivotal contributors in various domains. These specialists play a vital role in influencing and shaping new business strategies, policies, practices, and content, catering to both external and internal customers. Their responsibilities may encompass problem-solving and the development and execution of purpose-driven solutions, often of a complex nature, to meet the specific needs of both external and internal customers |
| Team  | Strategic Consultancy & Portfolio Management |
| Reports to | Head of Strategic Consultancy & Portfolio Management |
| Role Purpose  | The Programme Manager will report to the Head of Programmes and will be responsible and accountable for successful completion of Programmes for SCC clients. The Programme Manager will be a highly motivated and business aware individual, able to work effectively with their project teams, their management, with other stakeholders in SCC and with the end customer. This must include leading from the front, shaping and prioritising, effective communication, desire to develop relationships and hence increase sales. The Programme Manager is expected to understand project management finances and will be responsible for their programme’s profitability.  |
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| Key Responsibilities  |
| 1. Defining, shaping, leading, and delivering on complex Programmes or a portfolio of Projects within a client portfolio
2. Management of Programmes such the cost, time, scope, and quality are controlled, baselined and assurance is made that delivery follows the plan
3. Stakeholder management including Programme and Project Board creation, liaison with other key SCC service providers and 3rd party organisations
4. Programme Risk Management and Issues Management including rolled up management of Project Risk and Issues, and escalation
5. Creation and maintenance of Management Products including Programme Definition, PIDs, Plans, RAID & Communication models
6. Effective use of Management Products including PIDs, Plans, RAID & Communication models to shape delivery such the cost, time, scope, and quality are planned to a baseline, and delivery follows the plan.
7. Oversee Programme / Project Definition Workshops, risk workshops and product workshops
8. Accounting for Programme and Project cost, time, scope, quality and budget
9. Manage changes to cost, time, scope, and quality in a controlled way, including working with SCC account management (and other stakeholders) where such changes impact Programme budget.
10. Ensuring business continuity by maintaining effective documentation and daily logging
11. Provide accurate and targeted reporting on Programme and Project status
12. Management and leadership of multi-disciplined Programme team with matrix reports.
13. Booking and management of resources required for programme and project delivery
14. Maintain separation of Change and BAU and promote these concepts with stakeholders.
15. Adhering to SCC Portfolio, Programme and Project Governance
16. Support the Pre-sales team where required.
17. Support the PMO and the Project Management teams across key engagements as part of the QA / support structure for individuals, ensuring that the following are contributed towards:
18. Project Services Peer Reviews (for documents and project products)
19. Project Services Processes (guidance and on-going review)
20. Programme Financial management
21. Acting as a mentor and role model to the rest of the project management community, including sharing knowledge and experience through formal and informal knowledge management initiatives
22. Contribute towards and help to drive the on-going development of programme / project management standards and approach with use of toolsets as required across all engagements
23. Deliver on accountabilities and agreed KPIs
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| Person Specification  |
| • The Gravitas and Leadership qualities to guide stakeholders through conflicting priorities• Tenacious and assertive, professional and positive • Ability to cope successfully under pressure• Strong relationship building skills• Highly organised, self-motivated and able to work on own initiative and without supervision • Diligent, with excellent attention to detail • Working within structured business processes and regulated procedures• Excellent communication skills, both written and spoken English • SC and NPPV3 clearance – or willingness to undertake • Holds current driving licence and able and willing to travel |

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| Key Competencies |  | Level |
| 1. | Commercially aware with supplier/partner relationship development skills | 3 |
| 2 | Matrix management and mentoring skills | 3 |
| 3. | MSP or other professional programme management certification | 3 |
| 4. | Experience of running complex programmes within a managed service and professional services business | 3 |
| 5. | Intimate knowledge of change management, risk management, setting up and initiating programmes | 3 |
| 6. | Excellent communications and stakeholder management skills | 3 |

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| Management Competencies |  | Level |
| 1. | Leading, Developing and Managing People  | 4 |
| 2 | Problem Solving and Decision Making  | 4 |
| 3. | Influencing Others  | 4 |
| 4. | Embracing the need for change | 4 |
| 5. | Thinking & Acting Strategically  | 3 |
| 6. | Planning & Analysis | 4 |
| 7. | Performance Management | 3 |
| 8. | Employee Experience  | 3 |
| 9. | Resourcing | 4 |
| 10. | Competency Assessment  | 3 |

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| Value Behaviours  |  | Level |
| 1. | Responsibility  | 3 |
| 2. | Passion  | 3 |
| 3. | Customer First  | 3 |
| 4. | Agility  | 3 |
| 5. | Family  | 3 |

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| Version  | Date  | Description  | Approved by  | Date  |
| 1.0  | November 2023  | Original  | HR  | November 2023  |
| 2.0  | March 2024  | Formatting of cells  | HR  | March 2024  |