

Wirral Council: Job Role Descriptor

Job Role:	Digital Programme Manager
Service:	Business Change and Programme Management
Reports to:	Head of Business Change & Programme Management
No. of Subordinates:	6 Project Officers
HR USE ONLY	
Job Role Ref:	CSUP
Job Family:	Corporate Support
Proposed Grade	EPO6

JOB ROLE PURPOSE

Accountable for the management and development of the Digital Wirral Programme ensuring agreed outputs and outcomes are delivered and quality levels of delivery in line with the standards developed by the Project Management Office (PMO).

KEY TASKS

1. Design and deliver the Digital Wirral Programme and associated projects.
2. Alignment of Digital Wirral Programme with interdependencies of IT business as usual IT and wider strategic change portfolio.
3. Provide assurance for the delivery of benefits aligned to the Digital Wirral Programme.
4. Forecasting and tracking of costs for projects within the Digital Wirral Programme.
5. Assessment and prioritisation of the projects within the Digital Wirral Programme.
6. Working alongside the IT Delivery team and third-party suppliers to ensure that projects are resourced appropriately.
7. Management of third-party supplier resources who may deliver solutions within the programme and associated projects.
8. Tracking and reporting progress of the programme and projects to the Head of Business Change and Programme Management.
9. Line management and development of Project Officers assigned to the Digital Wirral Programme.
10. Management of the Digital Wirral Programme Budget.
11. Work closely with the Liverpool City Region to ensure alignment of programmes across the digital agenda.
12. Understand the scale and scope of the digital projects to organise project teams accordingly.
13. Assist the Digital Team in the delivery of a long term digital roadmap for Wirral Council, delivering future proof solutions while ensuring end of life systems are correctly managed through to retirement.

KEY RESPONSIBILITIES

People

Manage highly co-operative project teams across multiple lines of business.

Development of project staff to increase their digital project management skills and outputs.

Promote the digital agenda across the Council to enable the culture shift at all levels of the organisation.

Ensure that staff and key stakeholders are briefed appropriately in relation to Council wide communications and matters relevant to the Service area.

Line management of Project Officers.

Ensure that training and development needs for the Project Officers are recognised and appropriately implemented.

Provide a steer to the team to encourage networking, continuous professional development and skill improvement.

Provide advice, support and guidance to Project Officers and develop constructive relationships across the Council and its partners to drive the programme.

Support and motivate project teams made up of mixed disciplines of professional staff and contractors/consultants to ensure that programmes and projects achieve the benefits specified in the Business cases.

An active member of the Transformation Office management team, representing the Directorate where appropriate.

Mediate and develop constructive working partnerships with business stakeholders, project board, colleagues and internal/external partners, and support the Project Officers to do the same.

Ensure stakeholders receive accurate Management Information (MI) and progress reports.

Financial

Manage the programme budget - ensure the delivery of projects in the PMO are delivered within budget and managed within agreed financial controls.

Support Project Officers in the development of business cases. Develop and agree budgets for projects and forecast costs.

Ensure best value for money solutions are sort through soft market testing, user research, evaluation and procurement.

Identify robust costs and benefits for programmes to allow decision makers to make clearly informed decisions about project viability and benefit to the council and its partners.

Predict, track and realise benefits (cost, performance, cultural) for all projects(s) within a specified timeframe, escalating issues and changes to risks as appropriate.

Ensure programme compliance with the Council's Standing Orders, Financial Regulations, policies, procedures, instructions, procurement procedures, data protection and freedom of information requirements as issued by or on behalf of the Council.

Pursue funding opportunities in relation to improvement, coordinating applications in accordance with agreed departmental plans and strategies.

Lead procurement projects and support team procurement activity when required.

Strategic

Responsible for major programmes of work that are key to the delivery of the Wirral Plan and can impact on all council employees and the general public.

Ensure that control processes are followed for the full duration of programmes including Programme Planning, Programme Monitoring and Control.

Work with the PMO Manager on the development and implementation of strategies and plans and organise team resources accordingly.

Understand and translate to the Project Officers an overview of changing legislation and initiatives in relation to local government service commissioning and provision.

Work with corporate groups, partner organisations and agencies in the development of the transformation agenda.

Resources

Support Project Officers in the identification, recruitment, development and redeployment of resources throughout programme/project life-cycles.

Work across the organisation to ensure resources are deployed efficiently in the delivery of transformation change projects.

Ensure value for money for Council / customers is driven through the programme and projects.

Ensure the Project Officers deliver all activities within the standards of corporate governance.

Planning and Organising

Produce regular progress summaries/MI for the PMO Manager.

Assist the Head of Business Change & Programme Management in horizon scanning to predict and work with the implications for the PMO and Project Officers of future business demands as part of the Transformation Programme.

Support the Project Officers to deliver complex/multi-disciplined projects of work.

Ensure deadlines are achieved, delivering programmes and projects within timescale and budget.

Ensure Project Officers understand their role and how their projects align with the Council's Transformation Programme and outcomes required.

Address performance improvement/management issues.

Decision Making

Work independently and without supervision, escalating matters to the Head of Business Change & Programme Management by exception.

Define projects required to achieve programme delivery.

Manage the team to enable them to identify and resolve complex issues.

Establish and monitor performance targets for projects in terms of speed, efficiency, quality and query resolution.

Challenge traditional decision-making in the context of the transformation programme to ensure clear outcomes.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Qualifications:

- PRINCE2 Practitioner – Agile Project Management Practitioner, Waterfall, Scrum Master or alternative digital project management qualification.

Knowledge & Skills:

- Skills and demonstrable experience of managing digital/technology programmes
- A strong understanding of the approaches and techniques needed to develop the digital skills, competencies and effectiveness of the project teams.
- Knowledge of working in a multi-disciplinary environment in public or private sector, managing high profile suppliers and stakeholders
- Skilled in delivering change in high volume complex processing environments
- Knowledge of project management methodologies and ability to apply them
- Ability to analyse and assess complex information.
- Ability to work positively with and influence a wide range of individuals including the most senior decision makers.
- Effective communication and presentation skills.
- Ability to influence, direct and guide staff to deliver objectives.
- Ability to apply creative thinking to solve problems.
- Strong organisation abilities.
- Budget and resource allocation skills.

Experience:

- Experience in leading technical and non-technical teams; transforming the digital operating environment, delivering continuous value to services, and enabling an integrated digital service to be available to citizens and internal stakeholders
- Experience of working on digital product delivery within Local Government
- A track record of managing delivery of large and complex digital transformation programmes.
- Understanding of the GDS Service Manual
- Knowledge and understanding of software licensing.
- Experience of delivering CRM, CAS and ERP Solutions
- Experience of data/open data management
- Experience of providing assurance and reporting to programme boards.
- Experience of matrix management of staff and resources.
- Experience of budget management within programmes.
- Experience of risk/issue management and escalation.
- Experience of contract management of consultancy resources.
- Experience of stakeholder analysis and engagement.

Desirable Criteria

Qualifications:

Holds or willing to work towards one or more of the following:

- Qualifications in web technologies such as CSS, HTML and JavaScript.
- IT Degree

Knowledge & Skills:

- An understanding and/or experience of the commercial sector.
- An understanding and / or experience of alternative delivery models for public services.

Experience:

- Experience of working with elected members.
- Experience of operating within a Local Authority/public sector environment.

ADDITIONAL REQUIREMENTS

- Able to work out of 'normal' office hours.
- Able to travel around the Borough using private or public transport.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Signed Head of Service

Date