

Job Description

Job Title	ICT Programme Manager
Directorate	Strategy and Change
Service Area	ICT and Digital
Grade	10
Competency Level	2
Salary	£54,916 – £60,640
Job Type	Hybrid
Location	Cunard Building
Disclosure and Barring Service (DBS)	Not required
Job Evaluation Ref No.	

Job Purpose

The Programme Manager will translate client business strategy into an integrated work break down structure from which a related portfolio of projects is created. This includes the creation of bespoke solutions, may be pioneering work, and they will ensure the delivery of resultant business benefits.

They will also manage all risks, issues, resources and project standards and processes for the successful delivery of their programme area.



Directly Responsible For:

Not applicable

Directly Responsible To:

Head of Technology Portfolio Office

Main Areas of Responsibility:

- Manage complex programmes of change activity, delivering business benefits by working closely with the customer and providing leadership, coordination and direction to the multi-disciplinary delivery teams (internal/3rd party)
- Manage several programmes at any given time and organise a complex workload with conflicting priorities
- Responsible for programme conduct to Senior Officers, (Senior Responsible Owners), within the Programme Governance framework, effectively progressing direction, providing regular exception reports, and representing them in the day-to-day conduct of the programme
- Positively represent Liverpool City Council ICT with the customer and act as the senior, day to day, point of contact, for programme related issues owning the customer interface, managing that relationship, and serving as the customer champion during the lifetime of the programme
- Prepare high level/detailed plans covering programme/constituent project activities
- Conduct regular programme/project reviews and implement corrective actions
- Define programme deliverables and milestones to enable progress monitoring
- Manage and control programme budgets (approx. £250k-£5million), working with Procurement and Finance, ensuring expenditure is monitored, and providing phased reporting against programme milestones where applicable

- Capture and develop quantified information relating to risks and issues potentially affecting a programme, and ensure subsequent resolution/mitigation activities, including formal escalation
- Identify and document the need for change in the context of performance improvement, cost reduction, staff development and customer satisfaction; subsequently delivering an authorised Business Case
- Work with the customer and ICT colleagues defining scope, capturing customer requirements, and participating in supplier selection processes
- Estimate staff resources required for delivery of constituent projects and organise the allocation of the appropriate resources at the correct point within the project timeline
- Use considerable commercial awareness in dealings with suppliers, negotiating appropriately, and using resources efficiently to deliver project objectives
- Manage the effective delivery of constituent projects and work packages within the programme, providing a balance of leadership and control to the activities of:
 - Project Managers.
 - Solution/Service specialists.
 - Infrastructure specialists.
 - 3rd party supplier resources.
 - Multi-disciplinary teams.
- Influence complex arrays of programme stakeholders at all levels, ensuring effective communication, addressing concerns, providing professional advice, and enlisting support in relation to the programme
- Pursue continuous improvement, liaising with other programme/ project managers, technical staff, and customers, sharing experience and developing 'lessons learnt' resources for others to access
- Produce programme reports at agreed intervals to quality and documentation standards

- Champion and develop the use of programme management procedures and the associated software within the team and have practitioner knowledge of Managing Successful Programmes (MSP) and PRINCE2 methodologies, routinely applying best practice and the agreed management framework to high profile transformation programmes
- Whilst programmes will be conducted in line with agreed procedures, many business changes will be without precedent and will require the development of innovative service solutions and require initiative and flexibility in applying the approach
- Understand the public sector and appreciate how programme objectives relate to the sector-wide environment and interpret the explicit and implicit organisational targets of the customer/contract or change programme
- Design and implement appropriately blended programmes of technical projects and business initiatives that can effectively deliver improvement targets
- Keep up to date with new ICT technologies
- Rapidly assimilate detailed technical background to underpin programme work relating to complex solution infrastructure and network deployments
- The post holder is required to understand the regulatory, fair trading and competition rules relating to their work sufficiently, to be able to comply with them, relying on their own knowledge or on their ability to recognise that they will need specialist support
- Responsible for ensuring that all duties and responsibilities comply with all statutory requirements
- Ensure that appropriate arrangements are in place to provide for a positive work/life balance both in terms of personal workload, that of team members, and as a consideration regarding the effects of components of business change programmes
- Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility. It will inevitably change.

You will be required to undertake other activities of a similar nature that fall within the remit of your area of work, as directed by service management

- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

Supervision and Management Responsibility:

- When necessary, provide supervisory cover in the absence of the Head of Technology Portfolio Office
- Regularly give work instructions to colleagues across ICT on programme and project related activity
- Programme leadership, co-ordination and direction to multi-disciplinary delivery teams (internal/3rd party)

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor financial performance and deliver within budget

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This post will involve prolonged periods of sitting at a desk and using a computer screen

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 2/3.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to perform any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.



Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Management / Degree level qualification in a relevant ICT discipline (A, I)
- Knowledge of Managing Successful Programmes (MSP) (A, I)
- Knowledge of PRINCE2 (A, I)

Desirable

- ITIL Service Management Qualification (Foundation or above)

Experience

Essential

- Evidence of leading large programme teams involved in the delivery of key programmes, products, strategic projects and change initiatives that will deliver clear business benefits across the organisation (A, I)
- Experience of delivering high value, complex ICT Programmes (A, I)
- Demonstrates depth and breadth of knowledge in Programme and Project Management disciplines employed within Liverpool City Council (A, I)
- Experience of delivering IT projects to Prince 2 standards (A, I)

Desirable

- Identifying business improvements opportunities within project or programme management lifecycle
- Understanding of ITIL Service Management principles

Skills/Abilities

Essential

- Able to design, plan and manage a business programme to achieve the required business outcomes (A, I)
- Able to set the direction for and effectively manage project teams involved in the 'end to end' delivery of key strategic programmes, business change initiatives and projects across the organisation (A, I)
- Manage the identification and delivery of benefits, risk, resource management, stakeholder and supplier management (A, I, E)
- Able to monitor and govern budgets for a programme or portfolio of projects in line with Liverpool City Council financial principles and processes (A, I, E)
- Communication skills to manage the interface with both the client and internal organisation at a senior management level and to ensure that all project strategies, targets and objectives are clearly defined and understood by key stakeholders (A, I)
- Leadership skills to steer the project team in ensuring a consistent, quality approach is adopted and to ensure all team members personal development requirements are met (A, I, E)
- Ability to build relationships, both internal and external, to ensure full commitment and support for the success of the programme (A, I, E)
- Shares expertise with colleagues and others (A, I, E)

- Anticipates client needs, investigates underlying causes and identifies short- and long-term solutions (A, I, E)
- Uses expertise to focus work and drive improvements (A, I, E)
- Ability to liaise with and understand the strategic direction of senior management and the wider organisation (A, I, E)
- Guide and mentor project managers and oversee delivery of projects undertaken by them (A, I)
- Presentation skills to senior corporate level (I)

Desirable

- Able to Co-ordinate work which extends beyond own area of expertise
- Ability to understand and translate customer requirements, technical solutions, project plans, business propositions and demand forecasting
- An assertive and innovative approach to problem solving
- Ability to produce high quality documentation
- Ability to knowledge share and communicate to team colleagues in a professional manner

Commitment

Essential

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council (I)