**OUTLINE
JOB DESCRIPTION**

JOB TITLE :	**Programme Delivery Manager – Digital Customer and Community Resilience**	**PORTFOLIO :**	**Strategic Programmes**
JOB HOLDER :		**EMPLOYEE NUMBER :**	
REPORTS TO :	**Chief Officer for Strategic Programmes**	**POST NUMBER :**	

3 year Fixed Term Post

JOB PURPOSE

To programme manage and lead delivery of the Digital and Customer Strategies and Community Resilience programmes to ensure their successful implementation in accordance with agreed budgets, timescales and desired outcomes.

PRINCIPAL ACCOUNTABILITIES

Develop detailed Project Delivery Plans (covering budget, timescales and outcomes) for the two programmes flowing from the Digital Strategy, Customer Strategy and Community Resilience Framework

Lead facilitate and promote change programmes and initiatives within the organisation ensuring staff, partner and community commitment and capacity to develop and deliver different and excellent services.

Regularly liaise with portfolio service areas across the Council and external partners to ensure projects are being delivered in accordance with the Project Delivery Plans and report accordingly.

Highlight specific areas of concern/risk or slippage and recommend recovery action necessary to bring delivery of projects back into line with Project Delivery Plans. Advise on the potential impacts of all recommended actions. Regularly present reports into Council Programme Boards and the Public Services Board.

Develop and maintain appropriate processes and systems to ensure the effective management of resources i.e. that projects are delivered on time, within budgets and meet the desired outcomes.

Monitor and review external specialist advisors who may provide support to specific projects, options appraisals and provision of data to ensure the successful delivery of the programme.

When required present reports at Council meetings providing updates on progress identifying risks and issues together with Scrutiny and Cabinet meetings.

Establish and maintain strong working relationships with Services, Partners and their Managers and Teams and others who work across these strategic areas.

To lead key areas of delivery including business process engineering and scoping other key changes required to ensure successful delivery of each programme.

DIMENSIONS

People:
There will be no responsibility for day to day management of staff.

Line Management and day to day operational reporting will be to the Chief Officer (Strategic Programmes). Strategic accountability will be to the Chief Officer sponsor for each project.

The Programme Manager shall work with a Project Coordinators across each of the three programmes.

ORGANISATION
The Programme Manager will have lead responsibility for taking forward 3 major council programmes, Digital Strategy, Customer Strategy and Community Resilience (which is also a Public Service Board priority), and will report directly to Council Chief Officer Team members and through the formal Council boards of these Programmes and well as to the Public Services Board..

Education
Educated to graduate level or equivalent or relevant higher level qualification and have significant demonstrable experience and knowledge of managing and implementing cross organisational change projects.

Experience
- Proven experience of transformational leadership as well as designing, planning and supporting in the implementation of new service models
- Proven experience and understanding of digital leadership, digital citizens, digital technology and how these can be applied to enhancing customer services and reducing customer demand
- Proven experience and understanding of working with communities to increase their skills, capacities and resilience
- A proven track record of working in a consultative and engaging environment, with the ability to appropriately influence, negotiate and work across boundaries
- A deep understanding of workforce issues and the skills required to make a new service model sustainable
- Understanding of public sector working including government priorities and policies.
- Experience of resource management (people, finance, physical resources)
- Experience working directly with elected Members, providing high quality professional advice and expertise
- Extensive experience of Project and Programme Management

Skills
- Digital leadership skills
- Community planning and development skills
- Sound analytical skills
- Excellent problem solving and systems thinking approach
- Ability to absorb complex information and use it effectively

- High degree of skill and competence in all aspects of programme management, planning and organising; ability to manage to tight deadlines, within budgetary constraints and delivering services with a customer focused approach.
- Excellent communication skills at all levels and experience of writing reports, policies, procedures, researching information and presentation skills
- Ability to work across organisational structures
- Ability to understand complex numerical information
- Sound ICT Skills
- Excellent interpersonal skills
- An ability to speak and read Welsh to a minimum of Level 1 (as defined in Flintshire County Council's Welsh Language Skills Self-Assessment Guide) would be desirable.

Relationships
- Welsh Assembly Government
- Public Sector Partners
- Consultants
- Contractors
- Government and European Agencies/Bodies
- Public on an Individual or Group Basis
- The Voluntary Sector
- Community Groups
- Commercial Undertakings
- Professional Bodies

THINKING CHALLENGE/MENTAL DEMANDS :

Complex problem solving and innovative thinking is a key part of this job.

This job has the high pressure of ensuring proposals meet regulatory/statutory compliance at all times, so the challenge is to find solutions that comply with legal and environmental criteria whilst maintaining budgets, resources and timescales.

To deliver proactive solutions that keep ahead of the ever changing environments

To develop innovative solutions and thinking around the Digital Strategy, Customer Strategy and Community Resilience framework and create space to ensure delivery of thinking into workable outputs.

Other areas

- Creativity and Innovation – will need creative thinking and imagination to develop and manage programmes which not only meet the required objectives and ambition of the current strategies
- Contacts and relationships – will need to build constructive relationships with a wide range of public sector, third sector partners and stakeholders where applicable.
- Decisions and discretion – will need to make wide-ranging recommendations regarding programme management, including financial and project management.
- Decisions and Consequences – will need to manage situations which could have the potential to have a high financial or reputation management aspect to Authority.
- Work Demands – will need to lead and manage conflicting priorities and resource constraints across a diverse and complex range of projects.
- Physical Demands – will require skills and knowledge to fully utilise the benefits

of ICT to deliver ongoing services improvement and more flexible and mobile approaches to working
- Working conditions – will need to handle significant demands and pressures, particularly relating to programme management and work flow prioritisation.