

GRŴP CYNEFIN

JOB DESCRIPTION

PROGRAMME MANAGER

Section:	Resources
Team	Business Improvement
Liable to:	Head of Business Improvement
Responsible for:	Project Manager, Power BI Report Developer
Job Location:	Denbigh/ Penygroes/ Working from Home

JOB SUMMARY:

The Programme Manager will be responsible for overseeing, co-ordinating, managing benefits, and input change within important strategic work programmes within the new Business Improvement department, ensuring alignment with Grŵp Cynefin's wider aims and objectives.

The job is about planning and implementing a program, influencing change, and ensuring that programs and projects operate effectively, within budget, and within time.

The Programme Manager will also be required to manage some projects directly.

PURPOSE OF THE POST:

- To effectively lead and manage the implementation of programmes and projects ensuring the achievement of our aims and objectives within Grŵp Cynefin's new Corporate Plan, which includes multiple business improvement work streams, including the Digital Transformation Programme.
- Lead on embedding plans for business change strategies.
- Lead and co-ordinate service reviews following "LEAN" principles across the Group.
- Communicate and contribute effectively as part of the Management Group in the implementation of Grŵp Cynefin's action plans, working in partnership with the wider team and external organisations and stakeholders.

- Demonstrate leadership and direction to colleagues to ensure that the business continues to develop high quality customer services, contributing to the development of diverse and effective strategies, policies and procedures.

JOB RESPONSIBILITIES:

1. Define, develop and lead on the implementation of agreed Business Improvement work programmes with significant organisational and financial impact;
2. Develop and implement projects that support the successful delivery of Grŵp Cynefin's new Corporate Plan, including the Digital Transformation Programme to ensure efficiencies and service/performance improvements are achieved for our tenants and customers;
3. Use programme management principles (such as *Managing Successful Programmes*) to implement programmes, and prioritise management strategies and procedures and insert change to ensure stakeholders are involved in the business improvement journey.
4. Work closely with the Head of Business Improvement and the wider Business Improvement Department to prioritise programmes and projects to enhance Grŵp Cynefin's skills in data collection and analysis, increasing the group's capacity to be a data-driven decision-making organisation.
5. Work closely with the Head of Business Improvement to establish and implement a new Performance Management Framework and Business Management System.
6. Lead on performance management systems and service improvement by analysing, scrutinising and challenging the information to enable Grŵp Cynefin to achieve the objectives of the Corporate Plan. This will include leading on the development of data and business intelligence and supporting the Head of Business Improvement in presenting performance data reports to the Executive Leadership Team, the Management Board, and external organisations, identifying aspects of concern, and areas of importance.
7. Carry out planning and forecast resources to ensure that programmes and work projects can be delivered on time and within budget; committing to developing data collection and analysis skills.
8. Work closely with team members to expand the group's business intelligence skills, including performance and data elements.
9. To challenge, influence, empower and work in partnership with senior leaders, senior management and staff across Grŵp Cynefin in order to achieve strategic priorities through the successful delivery of projects and programmes;
10. Ensure that projects are commissioned in such a way that they are consistent with the Business Management System processes, including Grŵp Cynefin's commitment to equality;
11. Ensure that Business Improvement programmes and projects follow an effective programme (and project) management methodology and deliver successfully through

good discipline in programme management, projects, strong governance and proactive risk and issue management;

12. Manage the program budget to ensure value for money through effective use of resources and manage the expenditure incurred by the program. Influencing budget spending on transformation projects;
13. Gathering evidence demonstrating a return on investment in order to validate the effort to change across the program;
14. Identify best practice and scan horizons in the sector to identify opportunities to improve or develop services;
15. The Head of Business Improvement may make it reasonable for you to undertake any other similar duties. These may be varied from time to time to meet the needs of the Group.
16. The position holder will have line manager responsibilities and will manage the Project Manager.

CORPORATE RESPONSIBILITIES:

- To support the achievement of Grŵp Cynefin's objectives overall in order to provide an excellent customer focused service.
- To act in accordance with Grŵp Cynefin's core values of being Transparent, Inclusive, and Progressive.
- As a representative of Grŵp Cynefin, to promote and maintain a positive attitude and image at all times.
- To promote Grŵp Cynefin's values positively, challenging traditional ways of working, behaviour or contrasting comments.
- Ensure that feedback is actively sought to inform the improvement of customer services and the development of more efficient and effective ways of working.
- To ensure compliance with Grŵp Cynefin's Standing Orders, policies and procedures, integrity standards relating to the organisation's charitable status and the Welsh Government Regulation.
- To use ICT technology and systems effectively by developing appropriate skills, adopting efficient business processes, and maintaining data securely and accurately.
- Collaborate in cross-functional working groups where necessary.
- A commitment to tenant involvement in all aspects of the work.

The Job Description above is not an exhaustive list of duties and responsibilities of the job.

You will be required to undertake other duties within the scale of the post from time to time in a discussion with the Manager.

The job description is reviewed regularly and in accordance with the requirements of the service.

Any proposed changes will be discussed with the post holder.

PERSONAL RESPONSIBILITIES:

Operating in line with Grŵp Cynefin's values:-

Transparent	We are open, clear, and always act with honesty
Inclusive	We foster an environment where every individual feels valued, respected and supported
Progressive	We are dynamic, resilient, and will confidently meet the challenges and opportunities of the future

Ensuring confidentiality, security and data integrity
Promoting and operating in accordance with Health and Safety Policy
Promoting equality and diversity in all aspects of work

MAIN LINKS OF THE POST:

Internal: Director of Resources, Head of Business Improvement, Leadership Team, Members of the Board, Management and staff across Grŵp Cynefin.

External: Welsh Government Officials, Local Authorities, Partners within the Housing Field, public and voluntary organisations.

NORMAL WORKING ENVIRONMENT:

The job will be a mix of working from home and in an office with the need to travel locally.

Travel and attendance at significant events outside the local area may be required as required. Regular use of ICT systems and technology is one of the requirements of the job. The post holder will be expected to work flexibly to ensure that the needs of the business are met.

PERSON SPECIFICATION PROGRAMME MANAGER

All criteria are considered essential unless specified as desirable

Education and Qualifications:

- A degree (or equivalent qualification) in the field of housing, business, information systems or any other area relevant to the business.
- Experience managing programs and projects, and managing and embedding change.
- Hold a professional qualification in programme management such as *Managing Successful Programmes* (MSP), and a project management qualification such as APM or Prince 2.

Professional Experience:

- Experience of managing and delivering successful programmes and projects leading to positive change, including improvement and transformation programmes. Experience of implementing Digital Transformation Programmes and information systems projects would be an advantage.
- Experience and knowledge of managing and embedding strategies and implementing change management
- Experience of working at a strategic and operational level
- Possess excellent analytical skills, using both qualitative and quantitative methods
- Experience of conducting stakeholder consultations and communication plans
- Up-to-date information about the social housing sector or the wider third sector

Knowledge and Skills:

- Ability to be proactive and think creatively
- Ability to anticipate and solve problems
- Excellent communication skills suitable for all audiences
- Skills in writing progress reports and programme and project plans to a high level, using software such as Microsoft Excel and Microsoft Project
- The ability to effectively collate and interpret management data and information and make rational recommendations to support business planning and service improvement.
- Ability to manage a variety of tasks and work under pressure to tight schedules and be able to prioritise and organise tasks effectively

Bilingual (Welsh and English) at the following levels or higher levels:

Understand: Able to follow normal work-related conversations, in both languages between Fluent.

Speak: Able to conduct an in-depth conversation about routine work issues in both languages.

Reading: Able to read and understand ordinary material, and technical material with a dictionary, in both languages.

Writing: Able to draft custom text, with editorial assistance, in both languages.

Leadership and Management:

- Ability to work effectively with a focus on results
- A commitment to providing excellent customer service
- Possess a collaborative style of working

Summary of Terms and Conditions Programme Manager	
Type of agreement	Permanent
Competitive Salary	Band G, Point 1-5 £44,288- £49,848 The job is offered at the lowest point of the band Salary is paid on the 20th of each month
Holidays:	30 days a year plus the statutory bank holidays and the period between Christmas and the New Year
Travel:	Casual car user
Pension:	Grŵp Cynefin offers pension provision through the Social Housing Pension Scheme (SHPS)
Probationary period:	6 months
Working hours and work arrangement	35 hours per week Monday - Friday Flex scheme implemented
Sickness pay	An occupational sickness pay scheme is implemented.
Personal Development	If you have professional qualifications and you pay annual professional fees to your membership body, we will pay one of these each year to help you stay connected to the latest information and education from your professional body. We also want all our colleagues to enjoy the benefits of lifelong learning, so if you work with us we'll invest in you like this too!
Special Absences	5 days pro rata with pay in any 12 month period to look after specific dependents 2 days pro rata with pay to get married, to move house, to divorce. Reasonable credit time for medical appointments. Up to 10 days pro rata with pay on the occasion of bereavement. Up to 3 months pro rata with paid care for a close relationship with terminal illness
Disclosure and Barring Check (DBS)	Basic check