

## **SEFTON METROPOLITAN BOROUGH COUNCIL**

### **JOB DESCRIPTION**

**Department:** Children's Services

**Location:** Magdalen House

**Post:** Service Development & Transformation Programme Manager

**Grade:** Hay 6

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**Accountable to:** Assistant Director, Children's Commissioning & Transformation.

**Accountable for:** Project Managers, Project Support Officers, and other staff associated with the Service Development and Transformation Team

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### **JOB PURPOSE**

A key role working with the Children's Senior Leadership team to provide the specialist capability and positive leadership to drive the Children's Services development and transformational change agenda.

Supporting the delivery of the Council's Children and Young People's Plan through cross-cutting transformational change and innovation programmes that will deliver continuous improvement in service delivery and performance, and lead to better outcomes for children, young people, and families.

Be accountable for the successful development and delivery of Children's Services specific and cross cutting Council transformation programmes, leading to continuous improvement in service delivery and performance across the Council.

To acting as a key lead in identifying efficiency and productivity savings through innovation, technology, and transformational solutions.

### **MAIN DUTIES**

1. Provide ownership, leadership, and expertise to identify, shape and deliver large and complex transformation and change programmes to successful implementation, underpinning the Medium-Term Financial Plan (MTFP) as well as supporting new

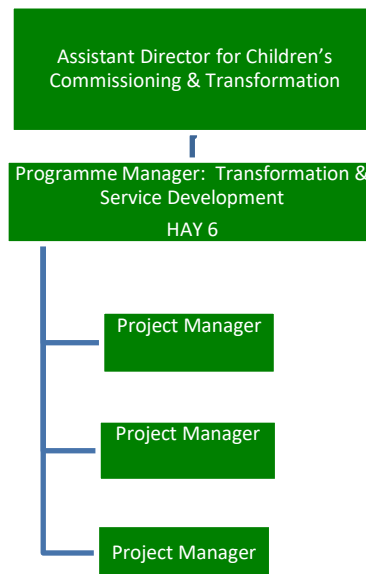
ways of working to deliver additional efficiencies, increased productivity and improved service delivery, making informed and consistent business focussed decisions and presenting a compelling rationale for the chosen options.

2. Provide vision, direction and leadership for the Children's Services Transformation and Service Development function, managing a team of project managers. Ensure that the service is as effective and efficient as possible by maximising capacity, estimating workloads and timelines, supporting, and monitoring programme resource allocation, and reviewing and revising work schedules, as necessary.
3. Work strategically with identified Senior Responsible Officers and operational leads to define programmes and individual projects, capturing benefits to be realised and any constraints within which projects must operate, including time, cost, scope, quality, resources, and risks.
4. Design and implement programme governance, ensuring that relevant governance for programmes and projects conception, launch and inflight is embedded across the organisation, and that appropriate levels of delegation and accountability are in place.
5. Lead on project planning, development, and monitoring of activity across Children Service's transformation programmes, ensuring co-ordination between projects and alignment with the budget setting processes so that timely outcomes and benefits are realised, and to enable the financial targets associated with individual projects and overall programmes to be met.
6. Support the implementation of best practice project management across the breadth of the Children's Services transformational change activity. Create ways of working, documentation and standards to deliver consistent quality across the transformation programmes and projects from initiation through all phases until completion.
7. Develop programme plans, ensuring all component project timelines are monitored and project dependencies are mapped.
8. Embed the Council's risk management framework into transformation programmes and projects, and lead on the mitigation of all programme risks.
9. Create a framework for programme change requests and scope control.
10. Design and implement a programme communication strategy, including leading on programme reporting (written and verbal) into senior governance structures, to

consistently monitor and communicate progress, cost, scope, quality, resources, and risks to key stakeholders at any time to anyone who needs to know.

11. Commission and manage specialist experts recruited for elements of programme delivery.
12. Assume responsibility for programme budget monitoring, providing regular finance updates to the AD for Children's Commissioning and Transformation, the Executive Director for Children's Services and where required into the Executive Leadership Team.
13. Provide firsthand project management where the Children's Senior Leadership Team identify a project with need for expert project resource input.
14. Close down component programme projects upon completion, conducting lessons learnt activities and identifying future improvements.
15. Collaborate strategically with various stakeholders including the leadership team, service managers, trade unions where required and external partners to build, maintain and promote effective working relationships.
16. Function as an advocate for programme and project management and provide coaching and support to build change/programme/project management capability across the organisation and in the use of the frameworks and tools.

## **ORGANISATION CHART (Draft)**



## **QUALIFICATIONS AND EXPERIENCE.**

See Person Specification

## **SPECIAL CONDITIONS (if applicable)**

The post holder will deal with data of a confidential and sensitive nature. They must maintain confidentiality and the trust of the data providers always.

The post holder will be the subject of Government vetting including BPSS (Baseline Personnel Security Standard), which is the required level of screening for any individuals working with or on behalf of a government department that allows the holder to access confidential information.

Occasional out-of-hours work may be required.

## **GENERAL:**

The post holder will be expected to comply with, observe and promote the Equal Opportunities policy of the Council.

All staff are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health

and safety arrangements and systems and to promote appropriate improvements where necessary.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time, commensurate with the general character of the post and its grading.

**Prepared by:**

**Name:** Rupa Parmar

**Designation:** Assistant Director, Children's Commissioning (Interim)

**Date:** June 2024

## **PERSON SPECIFICATION**

**Post:** Programme Manager, Transformation & Service Development

**Department:** Children's Services

<b>Personal Attributes Required</b>	<b>Essential (E) or Desirable (D)</b>	<b>Method of Assessment</b>
<b><u>Qualifications</u></b> <ul style="list-style-type: none"> <li>Graduate degree in Programme Management discipline or substantial relevant Children's Services or Social Care experience.</li> <li>Prince 2 or equivalent Project or Programme Management qualification</li> <li>Evidence of relative, continual professional development.</li> </ul>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p>	<p style="text-align: center;">AF/C</p> <p style="text-align: center;">AF/C</p> <p style="text-align: center;">AF</p>
<b><u>Experience</u></b> <ul style="list-style-type: none"> <li>Experience of successful programme or project management in a similar environment.</li> <li>Proven experience of managing resources (including budgetary control) and managing the delivery of high performance through people.</li> <li>Working at a senior level with stakeholders, partners and/or elected members.</li> <li>A history of developing and implementing continuous improvement in service delivery.</li> <li>A history of successful change management.</li> </ul>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>	<p style="text-align: center;">AF/I</p> <p style="text-align: center;">AF/I</p> <p style="text-align: center;">AF/I</p> <p style="text-align: center;">AF/I</p> <p style="text-align: center;">AF/I</p>
<b><u>Ability, Skills &amp; Knowledge</u></b> <ul style="list-style-type: none"> <li>Ability to build and maintain critical working relationships at all levels.</li> <li>Proven negotiating, mentoring and coaching skills and strong influencing skills.</li> <li>Ability to self-manage, to enable workload organisation, prioritisation and implementation, with minimum supervision.</li> <li>Able to both line manage, and matrix manage teams and individuals, manage stakeholders and tasks.</li> <li>Able to manage financial and overall performance of programmes and projects.</li> </ul>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>	<p style="text-align: center;">AF/I</p> <p style="text-align: center;">AF/I</p> <p style="text-align: center;">AF/I</p> <p style="text-align: center;">AF/I</p> <p style="text-align: center;">AF/I</p> <p style="text-align: center;">AF/I</p>

<ul style="list-style-type: none"> <li>• Able to manage changing requirements including managing multiple deadlines and conflicting demands in projects and programmes.</li> <li>• Outstanding communication skills, including report writing and ability to communicate complex information simply.</li> <li>• Ability to interpret the political needs of members and provide appropriate advice.</li> <li>• Ability to work across organisational boundaries to achieve corporate objectives and promote partnership working with other key stakeholders.</li> <li>• Ability to challenge assumptions.</li> <li>• Ability to design, implement and support organisational arrangements that facilitate the delivery of the organisations goals and promote client-driven solutions.</li> <li>• Accomplished analytical &amp; decision-making skills which draw valid conclusions and inform performance.</li> <li>• Ability to be creative and commercial and contribute towards the strategic planning of the Service.</li> <li>• To lead on best practice in the field of transformation and change.</li> <li>• Excellent working knowledge of change management.</li> <li>• Excellent working knowledge of project and programme management methodologies.</li> <li>• Thorough understanding of how to lead and motivate staff in a Transformation environment.</li> <li>• High level of political awareness, the role of elected members and the policy context and challenges facing local government at national and local level.</li> <li>• A good understanding of local government, the services it provides, the decision-making processes and relationships with national government.</li> <li>• Knowledge of equal opportunities and diversity.</li> </ul>	E  E  E  E E  E  E  E  E E  E  E  E	AF/I  AF/I  AF/I  AF/I AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I
<b>Personal Style and Behaviour</b>		
<ul style="list-style-type: none"> <li>• Function as a role model to peers and demonstrate leadership.</li> <li>• An inclusive team worker, able to work with others and in a collaborative manner with respect and consideration for the skills of others.</li> <li>• Constructively challenge inappropriate behaviour</li> </ul>	E  E  E D	AF/I  AF/I  AF/I

<ul style="list-style-type: none"> <li>Initiative-taking, proactive, optimistic, and enthusiastic with the ability to respond to challenge and not to be discouraged.</li> </ul>		AF
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**Assessment Methods Key:**

AF – Application Form

I – Interview

C – Certificates

T - Test