

Service Document Standard Form:

Role Profile

Programme Manager

Linked documents: Job Evaluation Guidance Note



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ROLE DETAILS:

Role Title:	Programme Manager
Grade:	K
Service area:	Service Improvement
Responsible to:	Head of Service Improvement

PURPOSE OF THE ROLE: *Why the role exists and what it has to achieve*

The main purpose of the role is:

- To manage the successful delivery of projects and programmes within agreed tolerances for budget, timescales and quality, thus supporting the business strategy, goals and objectives of the Service
- To provide project management expertise and hands-on specialist support to project manager(s) in the form of templates, advice and guidance or facilitated workshops

DIMENSIONS OF THE ROLE: *The key statistics associated with the role*

Financial (direct or non-direct): Track the financial spend of projects against budget(s) and prepare financial reports

Staff responsibilities (direct or non-direct): The post does not currently have direct line management responsibilities. However, the post-holder coordinates with individuals line managers regarding the delivery of projects/programmes, using resources from across the Service, utilising matrix management

Any other statistical data: The post is responsible for the recording of project/programme progress, providing regular reports to the Head of Service Improvement and project/programme business owners

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PRINCIPAL ACCOUNTABILITIES: *What the role is accountable for and required to deliver*

To manage the successful delivery of projects and programmes within agreed tolerances for budget, timescales and quality, thus supporting the business strategy, goals and objectives of the Service

- Define the project/programme's governance arrangements ensuring they are in line with the Service's project management process and governance model
- Responsible for managing and delivering the projects from inception through to delivery, implementation, benefits tracking and realisation, and handover to business as usual within the set budget, timeframe and quality tolerances
- Define and agree the scope, goal, objectives and deliverables and taking ownership of their delivery, working with the respective teams to define, agree and track the benefits realisation
 - Manage the specific requirements of projects and ensure they are documented and regularly reviewed with their business owners
- Predict resources needed to reach objectives and manage resources in an effective and efficient manner
- Prepare and track budgets based on scope of work and resource requirements.
- Develop and manage a detailed projects schedule and workplan, managing out blockages and slippages
- Ensure the delivery of the project/programme is to the appropriate level of quality, on time and within budget, in accordance with the project/programme plan and governance arrangements
 - Manage communications with all stakeholders
 - Provide project updates on a consistent basis to various stakeholders regarding progress and adjustment
- Assemble, lead and motivate the project team from both internal and external stakeholder organisations
 - Manage the work of the project teams and ensure project team members are aware of their deliverables
 - Manage vendors, suppliers and third parties involved in the delivery of projects and programmes
- Identify and manage risks and issues to ensure the project/programme's successful outcome, ensuring the timely reporting to relevant boards
- Manage project inter-dependencies
- Ensure effective change control processes are in place regarding projects
- Track the success of individual projects against the project's goals and objectives, and identifying areas for improvement where appropriate
 - Drive business change from within projects and/or programmes

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- Provide regular reports on project progress. Escalate issues in a timely manner to prevent problems escalating unnecessarily
- Work with the business owner to transition project outcomes to the new business as usual position
 - Manage the development of documentation needed for the project to go live, such as user guides, training manuals, FAQ's, process workflows, etc.
- Evaluate the successes and challenges of the project to enhance learning for future projects, ensuring outputs and outcomes are used to influence the organisational delivery of programmes and projects
- Build, develop, and grow positive and effective business relationships with colleagues from all departments and promote a culture of trust and collaboration
- Promote innovation, identify opportunities for improvement and act upon these where appropriate

To provide Project/Programme management expertise and hands-on specialist support to project manager(s) in the form of templates, advice and guidance or facilitated workshops

- Provide a project management centre of expertise and develop consistent standards including procedures, templates, and guidance
- Develop and improve the project procedures, templates and guidance as required, based on the outcomes and learning experiences of previous projects and programmes
- Evaluate and build a repository of good project documentation, utilising best practice and learning
- Provide consultancy to project managers in the form of advice and guidance or facilitated workshops. Workshops might include start up advice, risk analysis, scoping, planning or closedown
- Provide a fast-track project support service when projects are going off track.
- Evaluate and build a catalogue of approved project management training courses to support project management training

DECISION MAKING:

Make decisions:

- To use professional judgement to make decisions on tasks within the job role.
- Responsible for all day-to-day project decisions

Significant say in decisions:

- Member of Programme Board

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- Member of project boards, will make recommendations and influence high level strategic decisions

CONTACT WITH OTHERS: *The frequent contact the role holder has with others and for what purpose*

Internal:

- Establish and maintain effective working relationships with colleagues at all levels across the Service
- Regular contact with managers and employees to support the engagement and communications required to deliver the allocated programme and projects

External:

- Multiple contacts outside the organisation with other Services, partners, suppliers, and contractors

PERSONAL REQUIREMENTS:

- To participate in a programme of continuous personal and professional development relevant to the role
- To demonstrate conduct and behaviours in accordance with the Service policies, values and norms
- To comply with the Service's aims, organisational values and behaviours and their impact on this post
- To be committed to protecting and respecting the privacy of individuals and the responsible handling of personal information
- To ensure all aspects of health and safety are adhered to. Ensuring that all employees, visitors, contractors etc. within the area are following statutory requirements and Service policies and procedures
- The Service is committed to safeguarding and promoting the welfare of children and vulnerable adults, and expects all employees and volunteers to share this commitment
- To undertake, with appropriate training, the duties of other roles as required
- To mentor and coach employees as required
- To contribute to the development and implementation of relevant policies and procedures
- Attend meetings as required and submit information in appropriate formats as required

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- To undertake any other duties which fall within the broad spirit, scope, levels and purpose of this role that may reasonably be required from time to time, at any location required by the Service

REQUIREMENTS: Essential Criteria

The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:

- Relevant and appropriate project management qualification e.g. PMP, APM, PRINCE2

Experience:

- Previous project management experience (at least one £500k+ project)
- Project planning and project scheduling experience
- Exposure to a variety of project or programme management methods and techniques
- Experience of successfully managing vendors and suppliers
- Experience of leading or managing diverse teams
- Exposure to organisational change projects

Skills/Knowledge:

- Excellent people management skills
- Excellent organisational skills
- Excellent communication skills, written and verbal, technical and non-technical
- Excellent analytical and problem-solving skills
- High levels of attention to detail
- Ability to effectively prioritise under pressure

REQUIREMENTS: Desirable Criteria

The skills, knowledge, qualifications and training required to perform the role

Experience:

- Previous project/programme management experience
- Previous line management experience
- Experience in non-technical projects, e.g. office refurbishment or move projects
- Experience of managing business process improvements
- Experience of delivering change management within an organisation

Skills/Knowledge:

- Good researching skills
- Good commercial, contractual, negotiation and financial skills
- Good knowledge of Fire Service process and culture

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ANY ADDITIONAL INFORMATION: *Information relevant to the role.*

The post holder will be expected to have a flexible approach to work, possessing a high level of integrity, honesty, reliability and confidentiality.

Ability to travel independently around Buckinghamshire and Milton Keynes and at times further afield.

This role profile will be supplemented by annual target-based outcomes, which will be developed in conjunction with the role holder. It will be subject to regular review and the Service reserves the right to amend or add to the content listed above.