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**Job Description**

**Job title:** Programme Manager

**Grade:** 10 **Post number:**

**Directorate:** Housing and Land

**Unit:** London Estates Delivery Unit

**Job purpose**

The London Estates Board (LEB) supported by the London Estates Delivery Unit (LEDU) will oversee and enable the delivery of circa 500 projects at a value of circa £8billion over the next ten years In order for the LEDU to ensure that these projects are prioritised, funded and delivered at pace a Programme Manager is required.

Reporting to the Head of Strategic Finance and Delivery, the Programme Manager will lead, develop and implement programme management processes for the LEDU, performance management of projects and expenditure against budgets, tracking of deliverables and risk and issues management. Produce clear, accurate and timely senior level reports, options appraisals and recommendations to the LEDU Leadership Team and Major Projects Group to monitor programme delivery against the London Estates Board targets.

**Principal accountabilities**

1. To create and put in place systems for the effective management, improvement and delivery of a complex programme across London.
2. To develop project and financial schedules and procedures in relation to the London NHS estate portfolio. This will include the preparation of regular project monitoring reports to include outputs, capital requirements, risks etc, including 'dashboards', and LEB papers where required.
3. Manage and control the overall monitoring of programme financial information such as income and expenditure forecasts, cash flow management, spend against budget and oversee the project financial monitoring undertaken by project leads.
4. To develop tracking systems to assist in the recording of performance of the LEDU against key regional and national targets.
5. On behalf of the LEDU act as a key operational interface with Devolution partners and liaise with STPs, CCGs and providers to support programme and project management.
6. Enable leads to monitor and evaluate project activities and milestones against targets. Produce programme and project communication and reports in order to track and report on project progress.
7. Maintain effective working relationships with stakeholders - supporting the core project and financial work streams associated with the management and development of the London capital pipeline.
8. Influence the development of a NHS land & property asset database for London that will ensure that all data is consistent, accurate and relevant.
9. Develop, implement and manage guidelines and standardised approaches to support and maintain good programme and project management practices for the LEB and LEDU.
10. Provide the LEDU Leadership Team with oversight of risk assessments with periodic reviews of the whole risk register and ensuring that the programme governance and risk management are in line with procedures and policies.
11. Provide expert advice and leadership in the management of the IT systems and processes to ensure that business systems are fit for purpose, accurate and operating effectively.
12. Enable the LEDU Programme Director to realise the benefits of NHS opportunities and wider public-sector collaboration.
13. Take responsibility for the supervision, direction and management of more junior staff as required, including apprentices and management trainees.
14. Realise the benefits of London’s diversity by promoting and enabling equality of opportunities and promoting the diverse needs and aspirations of London’s communities

**Accountable to:** LEDU Head of Strategic Finance and Delivery

**Accountable for**: Staff and resources allocated to the post

**Principal contacts**: Strategic Transformation Partnerships, Strategic Estates Planning team, Boroughs, NHS England and Improvement Regional finance teams, consultants and contractors.

**Person specification**

Technical requirements/experience/qualifications

1. Degree level qualification and/or appropriate professional qualifications/membership;
2. A relevant professional qualification (MSP/APMP/Prince2/or equivalent) or relevant experience.
3. Experience of developing and establishing business and programme management processes;
4. Experience of controlling large budgets and preparation of cash flows and management accounts;
5. Well-developed IT skills and experience of using project management and financial management software packages;
6. Experience of commissioning, procurement and managing consultants;
7. Strong organisational and planning skills including experience of operating in highly pressured and complex environments;
8. Significant experience and evidence of effective report writing;
9. Experience of senior level stakeholder engagement;
10. Excellent written and oral communications skills;
11. Good judgement and awareness of business needs;
12. An understanding of NHS estate and finance management arrangements; and
13. Experience of producing and delivering presentations to a wide audience.

**Behavioural competencies**

Level 3 indicators of effective performance

* Actively engages partners and encourage others to build relationships that support GLA objectives
* Understands the needs of others, the constraints they face and the levers to their engagement
* Understands differences, anticipates areas of conflict and takes action
* Fosters an environment where others feel respected
* Delivers objectives by bringing together diverse stakeholders to work effectively in partnership

**Communicating and influencing**

…is presenting information and arguments clearly and convincingly so that others see us as credible and articulate and engage with us.

Level 3 indicators of effective performance

* Encourages and supports teams in engaging in transparent and inclusive communication
* Influences others and gains buy-in using compelling, well thought through arguments
* Negotiates effectively to deliver GLA priorities
* Synthesises the complex viewpoints of others, recognises where compromise is necessary and brokers agreement
* Advocates positively for the GLA both within and outside the organisation

**Decision Making**

…is forming sound, evidence-based judgements, making choices, assessing risks to delivery, and taking accountability for results.

Level 3 indicators of effective performance

* Makes sound decisions quickly on behalf of the GLA when a situation requires intervention
* Takes responsibility for team decisions, providing rationale when those decisions are questioned
* Involves senior stakeholders early in decisions that impact them
* Analyses organisational risks associated with decisions, including those with long term impacts, before committing to action
* Encourages others in the team to make decisions in their own area of expertise, take appropriate risks and learn from experience

**Organisational Awareness**

…is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly.

Level 3 indicators of effective performance

* Usesunderstanding of differences between the GLA and its partners to improve working relationships
* Helps others understand the GLA and the complex environment in which it operates
* Translates changing political agendas into tangible actions
* Considers the diverse needs of Londoners in formulating GLA objectives
* Helps others understand how the media and external perceptions of the GLA influence work

**Problem Solving**

…is analysing and interpreting situations from a variety of view points and finding creative workable and timely solutions.

Level 3 indicators of effective performance

* Clarifies ambiguous problems, questioning assumptions to reach a fuller understanding.
* Actively challenges the status quo to find new ways of doing things, looking for good practice.
* Seeks and incorporates diverse perspectives to help produce workable strategies to address complex issues.
* Initiates consultation on opportunities to improve work processes.
* Supports the organisation to implement innovative suggestions.

**Planning and Organising**

..is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time to a high standard.

Level 3 indicators of effective performance

* Monitors allocations of resources, anticipating changing requirements that may impact work delivery
* Ensures evaluation processes are in place to measure project benefits
* Identifies and consults with sponsors or stakeholders in planning work
* Implements quality measures to ensure directorate output is of a high standard
* Negotiates realistic timescales for work delivery, ensuring team deliverables can be met

**Strategic Thinking**

…is using an understanding of the bigger picture to uncover potential challenges and opportunities for the long term and turning these into a compelling vision for action.

Level 3 indicators of effective performance

* Translates GLA vision and strategy into practical and tangible plans for own team or delivery partners
* Consistently takes account of the wider implications of team’s actions for the GLA
* Encourages self and others to think about organisation’s long term potential
* Informs strategy development by identifying gaps in current delivery or evidence
* Takes account of a wide range of public and partner needs to inform team’s work

**Reasonable adjustment**

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.