

Programme Manager Role Description

1 General Role Description

The Programme Manager takes accountability for delivering the intended programme business results within time and budget, scope and quality. They are responsible for managing and implementing all aspects of change (both business and technical) through the lifecycle of the programme. They are responsible for regular and effective communication with project sponsors and other key stakeholders to report progress, resolve issues and mitigate risks where necessary. Key accountabilities are to:

- Define and implement the overall programme, structure, strategy and approach, including the programme plan and interdependencies and critical success factors.
- Manage a multi-disciplinary team to drive the programme to achieve the intended business outcomes against the defined critical success factors.
- Manage supplier relationships to ensure delivery across the programme.
- Ensure the programme workstreams are effectively defined and planned and aligned to the overall programme.
- Manage the key interdependencies within the programme and those external to the programme.
- Manage changes in programme direction, scope, costs and timing.
- Provide direction for all programme level risks and issues.
- Define, implement and manage the programme governance to ensure effective reporting and communication are in place.
- Define and implement the organisational change strategy and plan.

2 Knowledge and Skills

- In depth knowledge and experience of all stages of the project and programme lifecycle, including development of business cases, mobilisation of programmes.
- Knowledge of multiple project management methodologies.
- Experience of delivering complex programmes.
- Ability to develop a strong programme team, potentially across multiple organisations and locations.
- Ability to lead an engagement with a client.
- Strong interpersonal and communication skills (both verbal and written)
- A good understanding of the stakeholder political pressures on clients and projects.
- Strong stakeholder management skills
- Is a natural Programme Manager
- Is able to consult & advise the client as well as 'doing';
- Good business sense, with business and/or functional knowledge
- Be able to think holistically and analytically and know when to take which approach
- Be capable of visualising a problem context/situation, develop a number of resolution options and think them through from concept to implementation
- Have a clearly methodical approach

3 Typical Background

A typical background for this role has:

- At least 10 years' experience of IT project and programme management, ideally gained in strategic complex projects for large organisations.
- A proven record in delivery.

- Experience of working for a consultancy or other professional services organisation.