

Programme/Project Management Team Manager

Department:	Enterprise Services
Reports to:	Business Change Senior Manager

Purpose of the role:

This is a People Management position that also delivers a Programme/Project Management capability

Provides specialist line management (people and technical) for a team of Programme and Project managers of varying levels of seniority and technical expertise. To manage team methodology and best practice, providing mentoring as appropriate.

Performance manages the Programme/Project Management team focused on delivery of agreed corporate investments through change initiatives, ensuing projects operate to agreed standards & application of project management methodology and governance, evidencing the OneFamily values in the course of their day-to-day activities.

To deliver Programme/Project Management role delivering assigned projects within agreed parameters (cost, time, scope/quality).

Key accountabilities:

For how the Programme/Project Management function operates and what it delivers:

- Performance management of the team, setting & measuring targets against objectives, values & behaviours
- Development of the team by way of internal or external coaching, training & guidance
- Future planning (working with the Business Change Senior Manager) in terms of project sequencing, resourcing & recruitment needs in line with business priorities

For Programme/Project delivery where role holder is managing a specific programme or project:

- Planning, budgeting, RAID management, reporting & governance
- Day-to-day prioritisation & management of activities across the programme/project team, working with direct or matrixed reports across the organisation
- Stakeholder management

Key Dimensions:

- Team headcount: c.5 perm and contract staff as change portfolio demands

Person Profile:

Competent people manager, motivator & excellent communicator; experienced in team function/discipline, capable of drawing on experience/knowledge as well as seeking to develop and improve. Sets an example to the team for performance and behaviours, is reliable, proactive & delivery/results focussed. Comfortable with detail as well as some strategic thinking.

Skills, knowledge & experience:

The role holder will be required to:

- Co-ordinate efforts and resources to drive team and individual objectives, collaborating across Enterprise Services and the business as required.
- Think beyond area boundaries and seek greater personal accountability
- Exchange complicated information, which could include sensitive information or information that is difficult to communicate because of its content or audience
- Meet performance measures tied to the results of Programme/Project Management and Business Change
- Set an example to the team for performance and behaviour demonstrating an ability to guide, influence and convince others.
- Demonstrate Project management experience, to be viewed as the 'go-to' credible person for your area of responsibility.

Values behaviours:

Our values help define who we are as OneFamily. They come from the beliefs we hold, the way we behave and how we want to work together for our customers. For leaders at OneFamily this means:

- Better together
- Being your best
- Being innovative
- Champion the customer's needs
- Doing what's right

Our values are unique to our brand. They give us purpose and focus. They are vital in helping us all 'do the right thing'. If we are confident that we are true to

our values, then we can be sure that we are doing the best for our customers.