



Programme Manager

Department:	Enterprise Services
Report to:	Business Change Senior Manager
Job Family:	TBC
TBC	TBC
Key dimensions:	(£Budget, Team headcount FTE, any other relevant P&L metrics as they become available)
Purpose of the role:	
<ul style="list-style-type: none">• To lead project definition & delivery for Programmes of work as part of an overall strategic portfolio that are significant and key to strategic execution of work, determining scope, requirements and deliverables for executive agreement• In conjunction with a Executive sponsor/Business accountable lead for the work stream shape, develop and deliver a detailed plan of work that will enable the successful implementation of a programme/programmes of significant change (People, Process or Systems) on schedule, to budget and to the requisite quality• To Identify and actively manage key risks and issues, escalating those that cannot be resolved appropriately to the relevant governance forums/senior managers for decisions• To also deliver Project Manager role delivering assigned projects within agreed parameters during periods of reduced Programme activity.	

Key accountabilities:

Ensuring that the project plan is comprehensive, taking account of (but not limited to):

- Challenge and ratify/amend any assumptions made that form the basis of the plans and associated deliverables
- Identify and proactively manage key dependencies on your work stream and on others work streams to ensure effective delivery
- To implement work stream deliverables on time, to budget and desired quality
- Effectively manage project implementations and impacts to BAU activity/service levels
- Definition of roles & resources required, standing up project team & managing resourcing within it through its lifecycle (matrix management of operational resource will be a feature)
- Validation & testing requirements/assumptions regularly as the work stream progresses
- Identifying & planning for business impact & support/preparation activities
- Applying implementation/business readiness frameworks/techniques for key deliverables that are being implemented
- To provide accurate & timely reporting on all aspects of the project/work stream to include status, progress, RAID, spend versus budget with key variance explanation and mitigation recommendations
- Reviewing and reforecasting/budgetary requirements appropriately where the need arises
- Identification of risks & issues, & management of each to ensure mitigation/resolution
- Escalation where risks to, or issues with, the plan of record cannot be mitigated or resolved
- Documenting, & sharing across the team, lessons learned through the life of the project/work stream
- Managing relationships with third party suppliers/partners to the work stream

Skills / Experience / Knowledge:

- Commercial Awareness
- Strategic awareness
- Ability to think laterally & identify range of solution options
- Delivering Programmes of work with a budget of up to £3m and managing all aspects of the work from creation, budgetary management through to commencement of benefits realisation and adoption of lessons learned
- Managing change within a FS/highly regulated environment, experience of regulatory requirement
- Proven business change leadership experience
- Implementation of new organisation requirements to support delivery
- Proven adept operating at all levels of an organisation up to and including Executive
- Proficient user of all MS Project packages including MS Project
- Experience of Project Management resourcing, budgeting, tracking and other tools



- Day to day management of assigned resource and other change agents to ensure effective change is delivered within the OF business

Values

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 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.



Adaptability	This job description is intended to provide a broad outline of the main responsibilities only. The post holder is required to be flexible in developing their role in agreement with their Line Manager. In addition, they may be required to carry out any other duties deemed appropriate within the role and expertise.
Performance Management	All employees have a responsibility to participate in regular one to ones with their manager and to identify performance standards of the post. As part of the performance management process every employee is responsible for participating in identifying their own training and development needs to meet the requirements of their role.
Health and Safety	Employees must be aware of the responsibilities placed on them under Health and Safety at Work Act 1974, and take reasonable care for the health and safety of themselves and of other people who may be affected by their acts or omissions at work.
Equality and Diversity	The Society is committed to building an environment where the diversity of its employees is valued, respected and seen as an asset to enabling delivery of the best possible service to our customers and colleagues. It is unlawful to discriminate directly or indirectly in recruitment or employment because of any of the nine 'protected characteristics' contained in the Equality Act 2010. These are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Failure to comply with organisational policies on equality and diversity may result in disciplinary action.
Confidentiality	The unauthorised use or disclosure of customer or other personal information is regarded as gross misconduct and will be subject to disciplinary procedures, and could result in a prosecution for an offence or action for civil damages under the General Data Protection Regulations. (GDPR)

Regulatory

- To comply, at all times, with all regulatory, statutory and legislative requirements so far as they relate to the role
- To abide by the Rules of the Society at all times
- To understand and comply with all Group Governance Policies, as appropriate to the role
- To delivery all apportioned and assigned accountabilities and responsibilities



Individual Conduct Rules	
Rule 1	You must act with integrity
Rule 2	You must act with due skill, care and diligence.
Rule 3	You must be open and cooperative with the FCA, the PRA and other regulators.
Rule 4	You must pay due regard to the interests of customers and treat them fairly.
Rule 5	You must observe proper standards of market conduct.

Declaration	
I hereby confirm that I have read and understood the content of this Job Description and Person Profile and I accept the content as an accurate description of the role which I am required to perform.	
Job holders full name:	
Job holders signature:	
Date:	

Version Control:

Amendment Summary	Date	Reviewer
Rebranded	13/07/2018	Reesa Berry, Resourcing Partner

