



SWINDON
BOROUGH COUNCIL

ROLE PROFILE

Title:	Transformation Programme Manager		
Career Family:	Advising and Enabling	Date:	15/01/2024
Career Family Level:	12	Reference:	SBC_12009
Reports to (Job Title):	Transformation Director		

Purpose:

This role requires the post holder to be responsible for managing and delivering one or more of the programmes associated with the council's Transformation Plan:

- Our Target Operating Model
- Our 'At Our Best' colleague programme
- Estates & Assets
- Commissioning & Procurement
- Housing & Care
- Children's

This role includes responsibilities for the coordination of projects associated with the programme, managing risks, issues and interdependencies and ensuring that any significant risks and issues are escalated to the Director for Transformation. This will involve supporting meetings and governance of the programme and working with officers across the council to motivate transformation and change.

Maintaining good communications and relations with the programme sponsor is essential and will require the post holder to provide project updates and advice to the sponsor at regular intervals.

The post holder will support the delivery and management of the council's Transformation Plan which will involve working closely with the Council's Chief Executive, Leader, and other senior leaders.

Accountabilities:

- Scoping and planning the programme and proactively monitoring its progress, identifying risks and issues in a timely manner, and resolving issues where possible.
- Defining and supporting the programme's governance arrangements.
- Ensuring effectively quality assurance which interfaces with the other programmes in the Transformation Plan and other corporate priorities and developing good professional relations with other Programme Managers and internal and external stakeholders, where appropriate.
- Managing the programme's budget and monitoring expenditure, tracking benefits and tracking savings associated with the programme, if appropriate.
- Coordinating the preparation of project and programme plans, risk and issues logs, highlight reports, and other relevant documentation.
- Facilitate the transition of the programme to business as usual (BAU).
- Identify and makes recommendations for improvements to ways of working and service design, in line with the strategic direction of the Council, in order to enhance the effectiveness and efficiency of services provided to customers/residents and the community.
- Lead and motivate others to embrace the vision of the Transformation Plan.
- Ensure that resident-focused services are provided by staff working closely with service users so that their views are taken into account in decisions affecting them to influence the development of the service

Supplementary Accountabilities

Leadership and Management

- Determines work plans and co-ordinates input from others within the programme team.
- Coach, mentor and manage the team to ensure that they continue to deliver excellent services and develop in their roles.
- Develop, manage and motivate a team or teams of organisational service professionals to deliver excellent customer service, monitoring performance and employing coaching and training.
- May input into business continuity planning for area and review, plan and manage budgets to ensure they are put to best use in delivering the service.

Professional

- Be committed to a 'one council' approach where colleagues from across the organisation work in tandem to achieve organisational objectives.
- Consult and communicate with key stakeholders, including external partners, senior leaders and elected members (where appropriate) to encourage an environment of openness and transparency.
- Provide specialist/expert, timely, accurate and customer-focused advice, and guidance to stakeholders.
- Contribute to the development, recommendation and implementation of standards to improve organisational performance to achieve specific objectives.

Knowledge & Experience

- Educated to degree level, or equivalent.
- Professional qualification in project/programme management, or equivalent in experience.
- Experience working in the public sector and an understanding of the challenges faced by Local Government.
- Experience in developing plans to improve service delivery.
- Ability to manage or oversee the work of others, ensuring that the quality of work delivered to the community is of high quality.
- Ability to seek out and examine a range of information to identify patterns, trends and options, to solve problems.
- Ability to communicate and influence at different levels with members of the public, and with internal or external stakeholders and customers/residents. Includes the ability to motivate and direct a team.
- Proven track record of successfully planning, managing and delivering complex strategic programmes and projects, within a budget and timeframe.
- Knowledge of delivering against equality, diversity and inclusion objectives within relevant service areas.
- Ability to problem solve in a complex multi-agency context, and able to take into consideration corporate policies, political impacts and partnership relations when making decisions. Ability to identify internal and external barriers to effective engagement or delivery and identify approaches to resolve these.

Context and Dimensions:

Financial responsibilities:

This role has direct budget accountability of a £1000,000.00 staffing Budget

Management responsibilities:

This role has management/supervisory responsibilities.

Values and Behaviours:

Our organisational values express what is important to us, our ethics, ideals and the principles upon which we place significant worth. These values drive our choices, decisions and behaviours:

At Swindon we do what really matters; We love 'our' Swindon. We want the best for it. We turn up each and every day to have impact, a place and people to be proud of.

At Swindon we do things right; We are accountable to our residents and ourselves to make the best decisions we can, to try new things to make Swindon thrive now and in the future.

At Swindon we make it happen together; We work together, with our communities, across the Council and with our partners to get the best we can collectively for Swindon.

Working in accordance to our values we aim to achieve excellence in our behaviours – to get the best for Swindon Borough and us. Our behaviour framework builds on our values and provides examples for each of us of what this means in practice.

Delivering Performance and Results

- Being determined to achieve our outcomes by committing to the highest standards of individual and collective performance.
- Holding purposeful conversations which challenge, recognise contribution, giving and receiving relevant feedback.
- Being responsible for delivering my results. Results that contribute to the wider outcomes for Swindon Borough

Collaborating and Innovating

- Taking a Swindon wide view. Understanding the impact of the political landscape for our organisation.
- Looking for appropriate opportunities to work internally and externally in partnership to find new and sustainable ways to do things.
- Being bold, willing to learn in order to meet the needs of our residents.
- Being proactive and accountable – making a difference.

Leading Self and Others

- Acting in a fair, ethical and authentic way, demonstrating mutual respect and treating one another as professionals.
- Fostering trust, developing ability and accountability.
- Developing the conditions for ourselves and others to thrive to create a one team spirit that we are proud of.

PERSON SPECIFICATION

Qualifications:	E or D	S / T or I
1. Professional qualification in area of specialism, or equivalent in experience if appropriate.	E	/
2. Evidence of continuous professional development	E	/
3. Professional project / programme management qualification, or equivalent.	D	/

Knowledge and Experience:		
4. Demonstrable experience of managing a project and/or programme	E	/
5. Experience of managing and monitoring project budgets.	E	/
6. Knowledge of business case development and approval processes.	E	/
7. Excellent communication skills, both written and oral.	E	/
8. Good understanding of the role of a unitary local authority, and the processes of Local Government and experience working effectively in a political environment	E	/
9. Experience of procuring services through tender processes, particularly involving negotiations with third parties.	E	/
Aptitudes, Skills and Competencies:		
10. Effective leadership and ability to manage others.	E	/
11. Ability to motivate others and facilitate change.	E	/
12. Ability to develop good working relationships with colleagues and stakeholders, both internal and external.	E	/
13. Being innovative and creative and problem-solving to deliver better outcomes.	E	/
14. Ability to demonstrate significant evidence of successfully delivering several projects at once.	E	/
15. An understanding of and commitment to both the Values and Behaviour of Swindon Borough Council and the council Missions set out in the Swindon Plan.	E	/
Special Conditions of Recruitment:		
NA	/	/