

Role profile

Job Title:	Children's Programme Manager (x2)	Grade:	15
Department:	Planning, Resources & Service Development	Post no.:	
Directorate:	Children's Services	Location:	Perceval House / Remote

Role reports to:	Head of Service, Innovation & Service Development
Direct reports:	6
Indirect reports:	None

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- Lead the development of a comprehensive programme management structure for key Children's Services Change Programmes. This may include (but is not limited to): the Families First Partnership Programme; the Best Start in Life programme; the Special Educational Needs & Disabilities (SEND) Strategy; the Children's Services Strategy or the Children's Medium Term Financial Strategy (MTFS) programme;
- Co-ordinate a programme of complex projects as part of a whole-department, cross-organisation and schools, outcome-led transformation programme.
- Lead the establishment of best practice systems to ensure effective programme management and delivery of Children's Services Change programmes and ensure benefit realisation
- Lead the management and resolution of complex programme issues, conflicts and risks within the programme to ensure effective overall delivery
- Responsible for working with key stakeholders and programme team members to create an environment that is outcome focussed, innovative and delivery focussed, to ensure successful delivery of the priority programme outcomes and to support a programme of activity to embed that culture within the organisation
- Responsible for working independently to engage internal and external stakeholders to build understanding and engagement with the goals of the programme and proactively resolve issues as they emerge.

Key accountabilities

- Deliver expert support to business areas of the council to develop innovative and credible proposals that improve outcomes for residents and deliver the council's MTFS
- Lead on the development of the programme implementation timetable, working with service leads, to ensure a coherent, integrated and credible delivery plan
- Develop and put in place a fit for purpose programme wide reporting structure to enable programme boards to effectively manage delivery, risks and benefit realisation
- Ensure best practice in project and programme management within the community of practitioners delivering projects within Children's Services change programmes
- Manage a team of Delivery Managers and Support Officers to deliver programme activity
- Matrix manage project staff (e.g. contract staff or those from other service areas) working on the programme
- Manage and resolve tensions between potentially conflicting individual programme workstreams in the interests of the programme as a whole
- Have the confidence and credibility to constructively and intelligently question and challenge senior decision makers when necessary
- Be aware of innovation and developments across the public sector so that Ealing's programme is informed by a high-quality understanding of opportunities and tools to achieve change
- Leading and contributing to the development and assessment of high-quality business cases for transformation investment to deliver agreed transformation priorities including robust assessments of expected outcome and financial performance
- Responsible for working independently with senior sponsors of cross-cutting council programme themes (e.g. Digital, Commercial, Workforce) to ensure a co-ordinated programme
- Assess and make recommendations on requests for spend against the agreed programme budgets, to ensure maximum impact of the programme
- Drive change of organisational culture by contributing content to the programme/project communications plan, showcasing progress and how the council is working differently to realise change.
- Build and maintain elected member visibility and confidence in the programme by providing regular briefings as required to Cabinet, portfolio holders, Overview and Scrutiny and others as necessary.
- Represent Children's services in proactive work with other corporate support services – e.g. Finance, HR, ICT, Legal, Policy, Communications – to ensure that programmes are effectively integrated into the mainstream of the Council's business and processes
- To deputise for the Head of Service, Innovation & Service Development, and the AD Planning, Resources & Service Development as required
- Attend meetings out of office hours as required on an occasional basis.

Key performance indicators

- Successful delivery of programme for which the postholder is playing a leading or supporting role
- Impact of the projects for which the postholder is playing a leading or supporting role on the agreed key performance and outcome measures
- 360 Feedback from key leads and stakeholders

Key relationships (internal and external)

- Members
- Corporate Board and Ealing Directors Group
- Strategy & Change colleagues
- Support departments (e.g. HR, Finance, Business Services Group, Legal, Procurement)
- Managers and Staff in the Council
- Schools
- Parent carer, client and other stakeholder groups
- West London Alliance – support staff and member boroughs
- External providers/consultancies
- Local Government, policy and innovation networks and employer bodies
- Partners who constitute the LSP
- The Leadership Form and Ealing Directors' Group
- Other Directorates who can contribute resources to help deliver projects.
- Government departments

Authority level

- Recommendations relating to investment, ROI, timeframes and risk for business cases
- Representing Children's & Families in dealings with services, Members, partners and stakeholders
- Manage the programme budget (c. £350K) and monitor and report on the programme investment funding (up to £1m).

Additional Requirements

- Any other duties appropriate to the post and grade

Person specification

Candidates please address the criteria marked with () only in your application. Please give examples**

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. **Excellent knowledge and understanding of local government, the pressures on it and implications for the council and partners
2. **Excellent project and programme management skills and techniques**
3. **Experience of successfully delivering a large and complex transformation project and programme in an organisation of similar scale and complexity, focused on both cost reduction and improvements to real world outcomes**
4. **The ability to turn strategic ideas and objectives into practical, well organised delivery plans with a focus on results
5. **Competent with financial planning to help develop and deliver business cases which show return on investment / impact of allocated resources on performance
6. **Strong communication and interpersonal skills, and the ability to build personal credibility quickly with a variety of stakeholders.
7. **Outstanding leadership skills, including the ability to identify, own and overcome complex obstacles to the delivery of projects.
8. **Ability to review, evaluate and share learning and best practice within programmes
9. **The ability to monitor and analyse data to a high standard
10. **Ability to work under pressure to challenging timetables

Essential qualification(s) and experience

1. Experience of establishing project and programme management arrangements
2. **Experience of working on local government change and transformation programmes and delivering benefits (outcomes and financial)

3. Experience of delivering transformation projects
4. **Experience operating at a senior level in a large and politically complex organisation**
5. Experience of supporting and developing business cases for investment
6. Experience of engaging effectively with key stakeholder groups (staff, members, partners) to deliver results
7. Experience of providing consultancy style advice and support to projects
8. **PRINCE II / Managing Successful Programmes or other comparable project or programme management qualification; or, relevant experience of applying these frameworks
9. Degree level or equivalent experience
10. Evidence of continuous professional development.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards