



Role Profile

Major Projects/Programmes Manager			
Reference No.	I622.01	Type	Individual
Service	Human Resources		
Job Family	Service Manager	Grade	FC11

Purpose
To lead and deliver major, complex Projects or Programmes within a Service area or across the Council.
Ensure that the Programmes/projects activities are properly organised, reported on and tracked in order to deliver the programme outcomes and benefits.
Design and deliver major or complex products, systems or outputs that contribute to business changes and benefits.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:
Leading a complex council wide or major service project taking responsibility for its delivery on time, within budget and to quality.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Significant experience in an organisation wide or major change project	✓	
Ability to manage, complex inter-related delivery plans	✓	
Knowledge and experience of innovation relevant to the programme area	✓	
PRINCE 2 certified	✓	
Ability to provide an efficient and effective service	✓	

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	Educated to SCQF level 9, which includes a Degree or equivalent	✓	
Managing significant budgets and spend and delivering agreed savings and efficiencies, ensuring compliance at all times with the Council's financial regulations.	Significant budget management experience	✓	
Managing complex and challenging stakeholder relationships, including Councillors, Trade Unions, Council Executive and Leadership Teams, as well as external customers whom the Council provides services to.	Significant experience of leading engagement with the various stakeholder groups, in particular vendors and implementation partners.(Focus on Customers– See How We Work Matters Framework)	✓	
Collaborating with Service Heads/Managers and Business Change Manager(s) to ensure that the timing and content of planned programme/project deliverables are feasible in the relevant business areas.	Ability to define and co-ordinate impact assessments and liaise and communicate with stakeholders		✓
	Ability to manage change effectively and sensitively	✓	
	Knowledge and experience of training strategy and knowledge transfer approaches		✓
	Knowledge and experience of transitioning through change	✓	
Representing the Council at external meetings. E.g. with the Scottish Government, Improvement Service, other Councils.	Experience in representing at organisational level		✓
Reporting to Programme Board, Council Executive Team, Committees and other Elected Member groups.	Experience of reporting to Programme Boards and Senior Leadership teams. An awareness of and an ability to report in a political environment	✓	
Managing third party contributions including contract arrangements in conjunction with Procurement and relevant technical Service (e.g. BTS, Property etc.).	Internal and external supplier management experience	✓	
	Ability to work effectively under pressure and to respond positively to challenge (Take ownership)	✓	
Planning and designing the programme defining overall resource, knowledge and skills mix required for the project and creating and leading a multi service functional team.	Leadership and teambuilding skills within a large and complex organisation – interpreting, shaping, aligning and inspiring people to achieve results (Deliver results)	✓	

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	Experience of multi-functional project teams and associated reporting arrangements (Work together)	✓	
	Experience of managing the delivery of a complex set of requirements, often with competing demands from multiple areas of the Council		✓
Ensuring key documents are created and updated as necessary	Analytical and report writing skills	✓	
	IT skills (Embrace technology and information)		✓
Defining the programme's/project's governance framework	Ability to represent Project or Programme progress and responsibilities at a Leadership level and at public forums	✓	
Initiating extra activities and other management interventions wherever gaps in the programme/project are identified or issues arise.	Negotiation and influencing skills	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results