



Role Profile

Service Manager- Major Programmes / Projects			
Reference No.	1622.01	Type	Individual
Service	Human Resources		
Job Family	Service Manager	Grade	FC11

Purpose
To lead and manage major, complex Projects or Programmes within a Service area or across the Council.
As a Programme Manager ensure that the Programme's projects and activities are properly organised, reported on and tracked in order to deliver the programme outcomes and benefits.
As a Project Manager, 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:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Facilitating the appointment of individuals to the project delivery teams and ensuring maximum efficiency in the allocation of resources and skills within the projects dossier.	Educated to SCQF level 9, which includes a Degree or equivalent	✓	
	PRINCE 2 certified		✓
	Ability to provide an efficient and effective service	✓	
Managing the programme/project from 'identification' to 'closure' including any issues and risks.	Considerable experience and proven track record of successful Programme and Project Management	✓	
	Relevant Post Graduate qualification		✓

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Planning and designing the programme and proactively monitoring its overall progress, reporting the progress at regular intervals to the Senior Responsible Owner, managing and resolving risks and issues.	Leadership and teambuilding skills within a large and complex organisation – interpreting, shaping, aligning and inspiring people to achieve results (Deliver Results – See How We Work Matters Framework)	✓	
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 Council, Committee and to CET	✓	
Representing Project or Programme progress and responsibilities at Council, Committee and to CET			
Monitoring the programme’s/project’s budget and the expenditures and costs against benefits that are realised as the programme progresses.	Budget management experience	✓	
Collaborating with the 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 manage change effectively and sensitively	✓	
Maintaining overall integrity and coherence of the programme/project and developing and maintaining the programme/project environment.	Customer service skills aligned with strong organizational and business awareness (Focus on customers)	✓	
Monitoring and co-ordination of the projects/work streams and their interdependencies.	Experience of developing strategies and/or translating these into deliverable plans	✓	
Ensuring that the delivery of products or services from projects/work streams meets requirements within time, budget and quality	Ability to work effectively under pressure and to respond positively to challenge (Take ownership)	✓	
Managing third party contributions to the programme/project.	Experience of collaborative working, developing and maintaining effective relationships, resulting in credibility at senior level (Working together)	✓	
Managing the communications with stakeholders.			
Initiating extra activities and other management interventions wherever gaps in the programme/project are identified or issues arise.	Negotiation and influencing skills	✓	

E = Essential Criteria D = Desirable Criteria

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Managing the creation and delivery of project outputs (products) within tolerance levels.			
Directing and motivating the Project Team.			
Planning and monitoring the project, including the production of progress reports against the project plan			
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"/>	

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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