

## Job Description

### Programme Manager

<b>Salary:</b>	Grade 9
<b>Contract:</b>	Full time and for a period of 18 months
<b>Location:</b>	Canterbury
<b>Responsible to:</b>	Director of Strategic Change and Strategy Hub
<b>Responsible for:</b>	Leading and managing a portfolio of business change projects
<b>Job family:</b>	Administrative, professional and managerial

### Job purpose

The Programme Manager is responsible for managing the university's strategic change programme Kent 2030. The role will support senior management in identifying, assessing, prioritising, and monitoring the work that will deliver University's ambitious strategy in order to have the best impact on our University, staff and students

The role is also responsible for reporting on the programme through the established programme governance structure. At least some of the projects or programmes will be interrelated and will contribute in complementary ways to the same strategic objectives. The Programme Manager's responsibility will include monitoring and reporting on the alignment of these interrelated initiatives, and identifying and managing cross programme risks, issues, and opportunities.

### Key accountabilities

The following are the main accountabilities for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Deliver Kent 2030 through programme management best practices supporting adoption via the Executive Management Team.
- Lead and Manage the Transformation Team, a flexible and growing team covering project, programme management and support
- Provide advice and support to enable sponsors and Delivery Leads to develop business cases and project proposals that maximise value for the organisation
- Undertake the role of custodian for project and programme management standards and their continuous improvement; ensure the maintenance of a centralised repository for project management knowledge, templates, and local practices to enable project and programme managers to establish and run projects and programmes in line with the Kent project framework and best practice.
- Monitor, quality assure, evaluate, and report on the health of the programme ensuring risks are highlighted in a timely manner to maintain positive portfolio performance.

- Provide support and analysis for the budget management activity to facilitate the agreement of the Kent 2030 change budget.
- Development of reporting frameworks, utilising thoughtful user-focused design to produce
- consistent reports that are simple to complete and provide easily digestible data, visualisations, analysis and insights to senior leaders and sponsors, to enable effective decisions/ actions to be taken.
- Lead and champion a project management community of practice at the organisation, supporting project staff and stakeholders in developing skills and working towards best practice across the organisation.

## Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- The post holder operates with a level of devolved autonomy and day-to-day problems are generally handled within the remit of the role; escalating issues as required to the Director of Strategic Change and Strategy Hub
- The role holder has a high level of autonomy and responsibility. Management of the organisation's portfolio is a complex, multifaceted task with a high number of senior stakeholders and strategically important actions for delivery. Many of the projects in the portfolio will carry a significant degree of financial and reputational risk that must be proactively managed.
- Building and maintaining good working relationships with project and programme staff and other stakeholders across divisions and central university departments, including senior management, exercising tact, discretion, and diplomacy at all times.
- In order to identify areas of concern and risks, the role holder will require the ability to understand and convey information that may be complex and that may need explanation or interpretation to help others understand.
- Make complex judgements, decisions, and provide recommendations to address barriers to the success of individual initiatives and the portfolio overall.
- Manage conflict and exert influence to achieve positive outcomes, sometimes outside of direct line of authority.

## Facts & figures

The Project Management Office and Kent 2030 Strategy Hub comprises a significant number of staff, supported by a variety of specialist contractors as required. It is tasked with delivering largest change programme in the history of the University and one that touches on all aspects of the organisation's operating model covering all six academic divisions and as well as all fifteen professional services directorates.

The Kent 2030 strategic change programme is critical to the future sustainability and therefore the success of the University of Kent. It comprises a number of workstreams. Each of these has an executive sponsor for

strategic oversight, and Assistant Director for tactical design and a Delivery Manager for operational delivery. These roles will be supported by one or more Project Managers to coordinate the delivery of individual projects within the workstream. As such, each delivery manager will likely have a number of projects to oversee, each of which will have an associated saving and/or income delivery target. All targets are in the £million range. In some cases, individual projects will also be at this level.

The Programme Manager will have day-to-day responsibility for coordinating the Project Managers across the Kent 2030 Programme and ensuring that the programme is delivered. They will have direct day-to-day contact with the Director of Strategic Change and the Transformation Director.

The Kent 2030 Programme budget runs to £millions.

## Internal & external relationships

**Internal:** Senior leadership, project and programme staff, stakeholders at all levels across the organisation.

**External:** Relevant external bodies - public, private and third sector organisations; specialist consultants and contractors; other HE Is

## Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Repetitive limb movements
- Pressure to meet important deadlines such as might be inherent in high profile projects
- There may be a requirement to work evenings and weekends

## Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

### Essential Criteria:

- Degree in a relevant discipline or relevant professional qualification/experience (A)
- ECDL or equivalent IT qualification or experience (A)
- Recognised Project Management qualification (eg PRINCE 2, APMQ) and/or substantial project management experience in a similar role (A, I)
- Excellent IT skills, particularly in the use of MS Office packages and the M365 environment (A, I)
- Excellent and effective negotiation, influencing and communication skills, particularly the ability to persuade and inspire colleagues and external stakeholders at all levels to work collaboratively to ensure objectives are met (A, I)
- Knowledge of a broad range of change and delivery methods from conception to benefits realisation, and ability to tailor them to suit the local application. (A, I)
- Substantial experience of core project delivery activities such as risk management, stakeholder management, planning, budget management, change management, etc (A, I)

- Ability to research, digest, analyse and present material clearly and concisely (A, I)
- Excellent organisational skills with experience of managing own workload, and that of line reports, prioritising tasks as appropriate and effectively dealing with competing priorities (A, I)
- Proven ability to write complex documentation including terms of references, project briefs, financial reports, business cases and update reports. (I)
- Meticulous attention to detail and high levels of accuracy (A, I)
- Ability to work effectively either as an individual or collaboratively as part of a team (A, I)
- Proven experience in managing people inside and outside of line management structures (A, I)
- Ability to assess outcomes of work and constantly review processes to improve them. (I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role (I)

**Desirable Criteria:**

- Recognised Portfolio management certification (e.g. Axelos MoP) or similar (A)
- Membership of a relevant recognised professional body (A, I)
- Knowledge and understanding of the challenges and strategic issues facing Higher Education (A, I)

*Assessment stage: A - Application;/ - Interview; T - Test/presentation at interview stage*