

Digital Programme Manager

Job Description

Directorate:	Resources		
Service:	Digital Strategy & Delivery		
Location:	County Hall		
Salary range:	Grade 12	Grade:	12
Reports to:	Digital Delivery Manager	Staff responsible for:	Digital Delivery Team

Job purpose and scope

The Digital Programme Manager will play a pivotal role, overseeing and coordinating multiple diverse digital programmes across the council. This role is essential in driving the council's digital transformation agenda, ensuring the successful delivery of digital initiatives that enhance service delivery, improve customer engagement, and streamline internal processes. The Digital Programme Manager will work collaboratively with various departments, stakeholders, and external partners to implement innovative digital solutions that meet the council's strategic objectives and respond to the evolving needs of the community.

The postholder will be highly proactive, motivated, and structured, with a strong ability to develop business cases, manage risks and issues, and engage stakeholders effectively. They will be adept at driving successful digital change through meticulous planning, execution, and continuous improvement.

Performance Indicators

- Quality of advice/service against legal, safety and best practice standards
- Achievement of relevant service targets
- Adherence to internal/external quality standards if applicable
- Adherence to policies and procedures
- Accuracy and timeliness of information recording and processing
- Customer and stakeholder feedback
- Leading Lancashire Framework

Accountabilities/Responsibilities

- Responsible for the day-to-day management of the designated programmes
- Being the day-to-day manager and co-ordinator of activities in the programme on behalf of the Senior Responsible Owner (SRO), ensuring successful delivery of the programme
- Planning and designing the programme on behalf of the SRO and proactively monitoring its overall progress, mitigating risks and issues, and ensuring the successful delivery of intended programme outcomes
- Develop and implement the programme's governance framework and ensure adherence to agreed governance by programme personnel

- Oversee the effective management of all projects and/ or workstreams and any interdependencies.
- Establish proactive risk and issue management which is meaningful and actively keeps the programme on track for its intended outcomes. Escalate early and appropriately any risk or issue which need SRO input to mitigate or resolve. Anticipate and forecast all likely programme risks and plan for the mitigation in the execution of governance, budget management and project design.
- Managing overall integrity and coherence of the programme and developing and maintaining the programme environment to support each individual project.
- Manage the programmes budget, monitoring the expenditure and costs against benefits as the programme progresses.
- Ensure effective and on-going business engagement as appropriate to ensure the programme meets their requirements and ensure their appropriate representation on programme governance/ boards.
- Manages the appointment of individuals to the project delivery teams and assess their suitability against required skillsets.
- Ensures delivery of products and services from projects meets programme requirements in line with the programme blueprint (Process, Organisation, Technology, Information) to quality, time, and budget standards.
- Ensures any blueprint is supported by Business Change Management and delivers the right capabilities.
- Manage the programme team to deliver allocated priority programmes.
- Manages the efficient allocation of resources to meet the programme's intended outcomes.
- Manages internal and external suppliers to achieve the requirements of the programme.
- Manages communications with stakeholders.
- Reporting progress including interpretation of complex management information (projects, financials, benefits) at agreed intervals to the SRO and business level or organisational boards.
- Undertake any duties related to the achievement of digital change in the service as directed by your manager. This may include project delivery, business case development or planning activities beyond those specifically related to programmes of work.

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility. It is not intended to be either prescriptive or exhaustive and will inevitably change. You are expected to be flexible and may be required to operate in different areas of work/carry out different duties as required.

Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

- **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

- **Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications

- Professional and/or academic level qualification or equivalent, OR
- Substantial vocational experience in a relevant technical, scientific, specialised or operational field.
- Demonstrate commitment to continuing professional development

Experience

- Experience at senior management level; managing large and/or complex programmes
- Managing the delivery of complex digital innovation and change and closely managing suppliers to achieve agreed outputs to a high standard
- Working across services within multidisciplinary teams; managing programmes, projects, and teams outside of direct line management.
- Working across services outside of their area of responsibility to ensure delivery of corporate objectives.
- Leading, inspiring and motivating teams to drive programmes forward, achieving high quality delivery within reducing resources.
- Leading major change activity across a large and complex organisation.
- Engaging, guiding, and influencing senior managers within the area of responsibility.
- Managing large budgets and realising significant benefits.
- Shaping programmes through innovation, creativity, and alignment to strategic and/or policy development prior to implementation across the area of responsibility*.
- Developing business cases.
- Matrix management of staff *

Essential knowledge, skills & abilities

- Ability to build relationships, develop, motivate, and challenge services and their teams across the Change Portfolio
- Ability to develop and maintain effective working relationships with other members of the programme management team, senior managers, the project teams, and third-party providers
- Proven seniority to take on the responsibilities required of the role
- Strong leadership and management skills
- Understanding of the wider objectives of the programme
- Proven credibility within a programme environment and ability to influence others
- Strong technical knowledge for planning, monitoring, and controlling programmes, including management of risk

Digital Programme Manager

- Strong knowledge of project management approaches and methodologies (waterfall, agile or hybrid)
- Strong knowledge of business change methodologies and approaches
- Good knowledge of budgeting and resource allocation approaches
- Ability to find innovative ways to pre-empt and solve problems
- Ability to work in a complex environment and network across organizational boundaries; influencing and negotiating with others to ensure that deadlines are met.
- Experience of using digital systems to gather, analyse and present information.
- Significant experience in delivering presentations and facilitating workshops to co-design solutions with senior managers and front-line staff.
- Ability to work with elected members, board members and senior staff from internal and external organisations*.
- Extensive Line Management experience which may be required of this role*

Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.