ICT Senior Programme Manager

JE Code: JE1524

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** |
| **Service** | ICT & Print Services |
| **Reports to:** | Head of ICT & Print Services |
| **Job Family** | Professional & Technical |
| **Grade:** | L |
| **Political restricted** | N |
| **Date:** | January 2022 |

**Key Deliverables**

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| **1.** | The role is responsible for the provision of the ICT Business Relationship Management for the council |
| **2.** | This role will provide leadership, guidance and governance to the whole ICT team while assisting in developing and implementing the Council’s ICT Strategy.  |
| **3.** | Lead on the direction of the ICT Programme ensuring that mandatory and statutory programmes of work are delivered in timescales that meet business requirements. |
| **4.** | Provide expertise input to the ICT Management Team on Corporate Strategic ICT system and service transformation projects to deliver service improvements; maintaining fitness for purpose and value for money systems. |
| **5.** | Line Management and provide overall direction of the Client Engagement team to provide ICT Programme benefits. Lead the project management and business analysis capability of the team and the ICT programme office. |
| **6.** | Responsibility of compliance to ICT and MKC Project Management. |
| **7.** | Ownership and management for the overall ICT portfolio of programmes and projects across the authority. |
| **8.** | Responsible for business cases for the ICT Programme Board to provide ICT project resource. |
| **9.** | Design and delivery of projects and programmes that support the Councils procurement, implementations and upgrades and enhancements to systems and infrastructure providing services to the council staff and citizens within Milton Keynes. |
| **10.** | Manage the integrity and quality of the business systems by investigating proposals for new systems and producing analyses and recommendations about whether they are compliant with established standards, procurement rules, and management of technical solutions. |
| **11.** | Financial management of in-house traded application support sales, fixed term project resources. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Project Management (Prince2) Business Analysis (BCS)Business Relationship Management (BCS) |
| **2.** | Demonstrable staff Management and Recruitment experience |
| **3.** | Ability to build effective relationship across all stakeholders |
| **4.** | Demonstrable Public Sector experience |
| **5.** | Demonstrable extensive ICT technical experience |
| **6.** | Demonstrable excellent communications skills, both verbally and written |
| **7.** | Demonstrable Business Relationship Management  |
| **8.** | Demonstrable Programme Support Management  |

Job Family

Professional/Technical

Grade L

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| **Colleagues Expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Professional/Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing Council assets, the development of policies and procedures and the strategic direction of the functions they support.

### Role Characteristics

At this level job holders report to a Director and are responsible for the development and implementation of strategy relating to several functions within that Service. Posts carry significant responsibilities for finance and a range of other non-financial assets and job holders will make autonomous decisions and lead the management of change throughout their area of influence within the Service.

### The Knowledge and skills required

The advanced theoretical knowledge required to make appropriate judgements and decisions at this level is augmented by ongoing professional development and thorough understanding of external legislative and societal change. Also by a deeper understanding of the Council operational structures which both support and depend upon the job holder’s actions and advice. Roles will be professional experts, providing expert professional leadership across a number of functions.

### Thinking, Planning and Communication

Job holders will use their professional expertise to deal with highly complex, pressing issues including Service level change initiatives and risk management. They will also look well ahead and take a long-term, strategic view of their project and service delivery objectives over several years into the future, shaping their service’s composition, approach and operating procedures in accordance with wider goals mandated by the service directorate.

The information exchanged at this level will be routinely complex, contentious in nature and/or highly significant to the Council’s reputation. Job holders will, however, have additional demands placed upon them by the need to persuade others to adopt courses of action they may not otherwise wish to take, based on evidence and reasoned argument. This will occur in written interactions but can also in face to face verbal exchanges where job holders will advocate the Council’s position in response to opposing opinion in a formal or informal setting.

**Decision Making and Innovation**

The limitations to job holders’ decision making will be only the broad policy and practice guidelines that exist at both a corporate and even national/professional level.

At this level of autonomy, job holders will be the final arbiter of many escalated technical and professional disputes and problems. They will report to a Director and will devise and implement strategic plans and policy in relation to several functional areas.

### Areas of responsibility

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

Roles will focus on the needs of whole classes of people - whether external service users or partners and will be responsible for critical day to day decisions with legal and reputational dimensions and the development of directorate level policy and functional procedures.

In addition, such roles are likely to have very high levels of responsibility for such elements as finance (very substantial budget management), information assets (council-wide systems) or premises (of extremely high value and critical operational importance).

Roles will have full line management responsibility over several functional areas with differing specialties and employee profiles.

### Impacts and Demands

The combination of both tactical and strategic matters that job holders deal with means roles are inherently very complex, demanding of particularly lengthy periods of concentrated mental attention while also managing very high levels of work-related pressure from deadlines, interruptions or conflicting demands.

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments.

 Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.