

Consultancy Senior Programme Manager

Job Description

Job Title	Senior Programme Manager
Department	Consultancy and Research
Location	Bristol Office with hybrid working
Pay Scale	£60k per annum
Contract	Permanent, full time
Hours	37.5 hours a week, 7.5 hours a day

Job Summary

The Senior Programme Manager (SPM) oversees the successful delivery and coordination of all major projects of work. The post holder will have a passion for the company's mission and an understanding of what it takes to deliver successful outcomes across complex, concurrent pieces of work. Responsible for designing, operating, and delivering appropriate procedures, processes, systems, and documentation to support project delivery, the post-holder will be a key stakeholder contact for internal and external client relations. As a member of the senior management team, they will be a programme management specialist and provide expert guidance and support to colleagues delivering work.

The post holder will have outstanding organisational skills with proven capability in developing and maintaining stakeholder relations. The post holder will provide technical writing input into project reports, bids, proposals, client updates and case studies, they will have excellent writing skills with an understanding of our products, services, and policies. The post holder will be responsible for the design, delivery and ongoing maintenance of an effect programme management process that delivers agreed outputs to client timelines.

Key Responsibilities

- Lead cross-functional teams to successfully execute projects that align with both internal and customer strategic objectives.
- Take full ownership of the project life cycle, from evaluation and design to maintenance of program management processes and procedures, ensuring timely achievement of project milestones from initiation to deployment.
- Standardise and ensure quality assurance of our project and program management approach, spearheading initiatives for continuous improvement.
- Provide training and development for internal consultants and stakeholders to ensure a consistent and efficient approach to project and program management.
- Serve as a member of the senior leadership team, including line management responsibilities as needed.
- Collaborate with internal management and external clients to identify project requirements, delivery timelines, and costs, assisting in the creation of project initiation documents.
- Adapt and refine detailed project plans to accommodate changing needs and requirements, guiding clients, staff, and project teams accordingly.
- Monitor, manage resources and budgets to ensure project performance meets expectations for timely delivery and effective outcomes.
- Monitor, manage and regularly report on divisional capacity.

- Lead program management across multiple projects, overseeing document development, management, and version control systems.
- Compile, write, and deliver project status reports to clients, management, and stakeholders as necessary.
- Demonstrate exceptional leadership, customer relations, and communication skills to effectively engage with all project stakeholders.
- Act as the primary point of contact and support for external associates, consultants, and partners, ensuring timely and high-quality deliverables.
- Maintain accurate and relevant project and client data in CRM systems, adhering to legal requirements for data management and processing.
- Manage relationships with stakeholders regarding finance processes and procedures, including budgeting, invoicing, reporting, and sales management.
- Establish, manage, and oversee quality assurance processes to ensure project success.
- Communicate and report regularly to senior management and clients, ensuring goals are met and proactive measures are taken to address emerging risks and issues.

Person Specification

Criteria	Essential	Desirable
Education and Qualifications		
Relevant qualification and experience over 5 years as a programme or project manager	x	
Knowledge		
MS Office skills – Excel, Word, PowerPoint, Teams	x	
Proofreading, editing, and formatting	x	
High standard of written and spoken English and ability to produce professional/corporate writing	x	
Contracts / terms and conditions, Understanding of financial reporting	x	
Programme management specialist, able to guide, influence and act as an internal expert	x	
Experiences		
Sector experience (working in Health or Justice sectors in the UK)		x
Expert level of understanding of the management of multiple, complex, concurrent programmes and projects	x	
Experience supporting or submitting tenders, PQQs, Requests for Quotation and/or other proposals		x
Management experience at a senior level in an organisation	x	
Skills and Abilities		
Organised and able to work under pressure to meet tight deadlines	x	
Outstanding communicator and able to negotiate challenging situations well with stakeholders at all levels of business	x	

Excellent attention to detail and ability to produce accurate documentation that is compliant with client requirements	x	
Working with budgets and financial systems	x	
Comfortable working in complex environments where the solution to a problem is not always obvious	x	
Able to negotiate (diplomatic) and push for desired outcomes with internal and external stakeholders	x	

Job Description Completion

Name	Jon Czul
Job Title	Senior Programme Manager
Department	Consultancy and Research
Date	16 th April 2024

All job descriptions are subject to review. All post holders are expected to be flexible and prepared to carry out any similar or related duties that do not fall within the work outlined. The line manager, in consultation with the post holder will undertake any review.

Safeguarding

The Workforce Development Trust Ltd are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all employees to share this commitment.

Equal Opportunities

The Workforce Development Trust Ltd are committed to eliminating unlawful discrimination and promoting equality of opportunity. Every employee has a personal responsibility to:

- Ensure their behaviour is not discriminatory
- Does not cause offence
- To challenge the inappropriate behaviours of others
- Adhere to the Equal Opportunities policy

Health and Safety

Under the provisions contained in the Health and Safety at Work Act (1974), it is the duty of every employer to:

- Take reasonable care of themselves and for others at work
- To co-operate with The Workforce Development Trust Ltd as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided, including personal protective equipment for Health and Safety or welfare at work

The Workforce Development Trust Ltd will take all reasonable practical steps to ensure your health, safety and welfare whilst at work. If employed, you must familiarise yourself with the Health and Safety policy and Fire Safety rules. It will be your legal duty to take care of your own health as well as that of your colleagues.



Confidentiality

Within this role there will be a need to use or be party to confidential information. The employee may not disclose any information of a confidential nature relating to The Workforce Development Trust Ltd or in respect of which The Workforce Development Trust Ltd has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or required by law.

The unauthorised use or disclosure of personal information no matter whether in verbal, written, or electronic format, or through negligence, is regarded as misconduct.

Employees are expected to act with integrity both inside and outside the work place.

Data Protection

If you apply for a position with the Workforce Development Trust, we will use the information you provide to assist in the recruitment and selection process. Under GDPR, the general information that you supply about yourself is known as your personal data and information about any criminal convictions, ethnic origin and health, amongst other things, is referred to as 'sensitive personal data'.

The Workforce Development Trust takes the security of your data seriously, and will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The Workforce Development Trust will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and, where necessary, the Disclosure and Barring Service to obtain necessary criminal records checks. The Company has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Workforce Development Trust to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The Workforce Development Trust may also need to process data from job applicants to respond to and defend against legal claims.

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if access to the data is deemed necessary. We will hold details of all applicants until the post applied for is filled. After which, if the candidate is unsuccessful, all documents held will be confidentially disposed of, both electronically and physically. Data will not be held for any longer 3 months of receiving an application. At the end of that period, your data will be deleted or destroyed. If you wish for your data to be destroyed before this period, you may contact the HR department and request for your data to be deleted. If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment.

Other Employment

You may not without prior permission in writing of The Workforce Development Trust Ltd, be employed or otherwise engaged in any other business, trade or profession, either directly or indirectly in any capacity whatsoever.