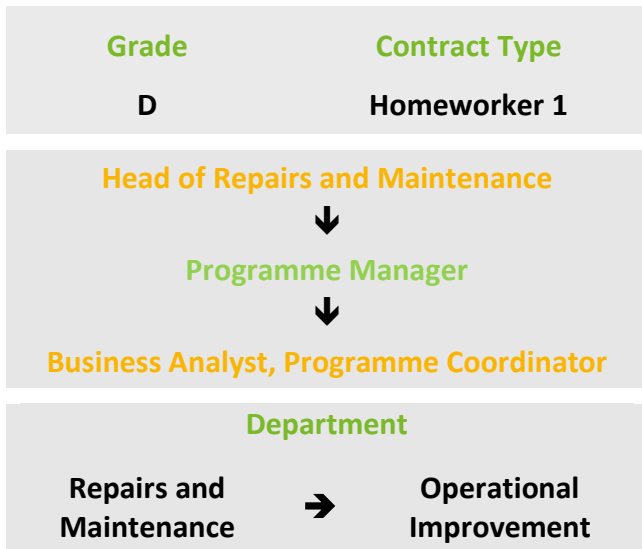


Programme Manager – (Repairs Improvement)



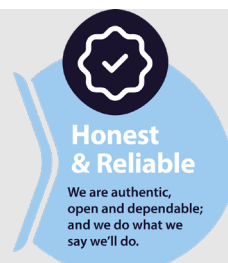
Role Overview

Lead and manage the delivery of the Repair Improvement Programme; driving improvements to the service to ensure a customer focused 'fit for the future' approach. Work closely with management and operational teams, whilst liaising with ICT and change colleagues on Repair and YHG wide system advances to ensure continual improvements to the service offering and enabling YHG to deliver its strategic objectives.

RESPONSIBILITIES

- Shape the successful delivery of the Repair Improvement Programme, ensuring strong governance and methodology is adhered to throughout the programme lifecycle to drive service improvements; whilst working closely with senior management and operational teams to embed a culture of continuous improvement.
- Ensure that programme and change management processes are in place in line with YHG Programme Management principles and that workstreams within the programme are initiated and completed effectively with clearly identified governance, benefits, scope, resources and deliverables
- Lead the delivery of workstreams ensuring they are comprehensively planned, timely, realistic, efficiently resourced and deliver agreed benefits. Ensure programme activity is integrated, and dependencies identified, understood and managed.
- Create and maintain appropriate programme and project documentation throughout the lifecycle of the project including Gantt charts, Highlight Reports and benefit measurement. Manage gateway reviews and checkpoints and ensure workstreams are closed correctly, handed over fully and that service transition and lessons learnt documentation is completed.
- Work closely with repair colleagues and other key stakeholders, developing close peer to peer collaborative relationships to ensure successful delivery of the programme from inception to completion; including ensuring changes are embedded and sustained.
- Work closely with repair colleagues and key stakeholders to ensure effective communication of the Repair Improvement Programme and the progress being made to ensure buy in and focus continues through the improvement journey.
- Manage the blended Repair Improvement programme team, including business analysts and programme coordinator and ensure effective coordination of progression of improvement activity with the operational management and front-line teams.
- Lead the successful embedding of improvements with senior operational managers and stakeholders involved in delivering the Repairs and Maintenance Service, including front line staff, to ensure changes are bought into and becoming embedded to create a more customer focused, standardised 'fit for the future' repairs service.
- Support the programme sponsor with coordination and chairing of steering groups

Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

- Effectively manage resources brought into the programme and relevant workstreams to deliver within agreed timescales and performance targets, whilst ensuring any shorter-term gains are implemented at pace and sustained.
- Ensure that the anticipated business benefits are delivered and monitored beyond the life of the programme, any new process and/or policies are fully documented and agreed, and appropriate training is delivered to the business to achieve maximum user adoption.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

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| ✓ Programme and change management expertise including knowledge of programme management and change management methodology and techniques | ✓ Able to produce and present reports and presentations summarising complex programme information, and statistical information. |
| ✓ Designing and delivering sustainable change within large and complex organisations and amongst operational teams | ✓ Excellent stakeholder management and relationship building skills, able to engage and work with senior leadership teams and constructively resolve conflicts/resistance to change. |
| ✓ Strong communication, problem solving and organisational skills | ✓ Ability to manage multi-project change and transformation programmes/projects |

ESSENTIAL REQUIREMENTS

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|--|---|
| ✓ Experience of programme Management within a complex setting, including proven Change Management Skills | ✓ Experience of and ability to demonstrate successful management of business and technical programmes or complex projects in a dynamic business environment |
| ✓ Experience of managing dependencies and links between multifaceted projects in a complex environment | ✓ Excellent IT awareness, knowledge of IT and solutions best practice |
| ✓ Degree, professional qualification and / or equivalent level of experiential learning | ✓ Prince 2 practitioner / APM (Association of Project Managers), Managing Successful Programmes (MSP) or equivalent |

BENEFICIAL TO THE ROLE

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|---|---|
| ✓ Housing Sector Knowledge & Experience | ✓ Full UK Driving License & use of a vehicle |
| ✓ Performance management experience | ✓ IT system Implementation experience |
| ✓ Excellent problem-solving skills | ✓ Knowledge of job management & scheduling software systems |