ROLE PROFILE

Job Title: Programme Manager – Asset Transformation	Role Reports to: Business Change and Transformation Director	Business Function: Business Change and Transformation	Grade: C

Job Purpose:	Key Competencies:
Lead and manage the Asset Transformation Programme, focusing on transforming Asset Management capabilities to achieve significant change in the way they are delivered; implementing new technology, new business processes and changes to the way people in Asset Management functions within YHG work, through the implementation of a new Asset Target Operating Model (TOM).	- Flexibility & Resilience - Meeting Customer Needs - Interpersonal Understanding - Results Focus - Commercial Focus - Personal Learning & Growth - Building Relationships - Gathering / Seeking Information - Future Focus - Problem Solving & Decision Making - Leadership - Developing Others - Innovation - Impact and Influence

YHG Values: **Passion   Pride   Creativity   Accountability**

Key Responsibilities:

1. Lead on the programme design and order of project delivery to ensure there is a clear and compelling vision, with clearly defined benefits, managing the achievement of outcomes, resources and risks, ensuring benefits are quantified and tracked.
2. Effective influencing of internal and external stakeholders are engaged, understand change impacts and business readiness to adopt planned changes and realise benefits and input to the review of business process.
3. Lead the blended programme team, including Project Managers, Business Analysts and other key specialists, to develop, prototype and implement solutions that solve complex problems.
4. Support in leading on specific elements of strategic planning and delivery of change activities.
5. Lead on the delivery of the programme, accountable for delivering change programme and projects to the agreed timescale, within budget and to the agreed quality.
6. Lead the programme and project management processes to ensure in line with YHG Project Management principles, lead projects, such as those with a short timeframe and/or cross cutting culture, and behavioural change projects.
7. Responsibility for effective project initiation, with clearly identified benefits, scope, resources, deliverables and business performance measures.
8. Responsible for ensuring anticipated business benefits are delivered and monitored beyond the life of the programme, ensuring any new process and/or policies are fully documented and agreed, and appropriate training is delivered to the business, ensuring lessons learnt are captured, disseminated and applied following completion of each project.
9. Responsible for the programme-wide budget and risk register ensuring that adequate controls are in place.
10. Identify and manage the interdependencies between the projects in the programme and other interrelated programmes and projects within YHG.
11. Manage and ensure delivery of programme wide communications and engagement plan to change people's behaviours, skills and attitudes
12. Lead, manage and forward plan Programme team meetings, ensuring key action points outputs are delivered within agreed timescales.
13. Undertake additional duties appropriate to the role and/or grade.

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	Essential	Desirable
Knowledge	- Knowledge of successful strategic or operational relationship management - Knowledge of business requirements analysis and shaping - Strong background and understanding of service design and digital innovation. - Excellent IT awareness, knowledge of IT and solutions best practice - Advance project lifecycle awareness	
Skills	- Contributing to the development of the vision, ensuring full understanding and embedding with key stakeholders - Adept at building and maintaining senior stakeholder relationships, with a track record of engaging and working with senior leadership teams - Excellent analytical, data evaluation and problem-solving abilities, with ability to draw on qualitative and quantitative information to design strategies and make a persuasive case for change - Excellent presentation and communication skills, with a desire to understand the requirements of their stakeholders, and the ability to adapt information on approach, dependant on the audience and their requirements. - Attention to detail, delivering high standards of accuracy, reporting and analytical skills	

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	Essential	Desirable
Skills	• Ability to work to tight deadlines, within a business which is undergoing significant transformation • Ability to clearly and accurately produce and present reports and presentations summarising complex programme/project information, including statistical information. • Ability to co-ordinate activities, using initiatives in balancing priorities in a dynamic work environment • Ability to assess performance against programme targets • Ability to manage resources and ability to plan and undertake change control effectively • Ability to define problems and evaluate new concepts and ideas and identify recommendations and solutions • Effective planning and scheduling of activities and cost options appraisal to support business case development • Ability to plan and facilitate workshops engendering contribution and ownership of solutions • Skills to constructively challenge the current "as is" position and articulate the potential future opportunities	
Experience	• Extensive experience operating at Senior Level, including effective influencing of Executive Directors • Leading teams of Project Managers and Business Analysts	

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	Essential	Desirable
Experience	• Significant experience with a successful track record of delivering Projects as a Programme Manager or as a Senior Business Change professional on high impact high complexity transformational programmes • Programme Management experience covering people, process and systems specifically focused on Asset Management and Operations • Experience designing and delivering change within / for large and complex organisations • Monitoring and managing risk • Experience in delivery of multi-project change and transformation programmes • Experience of working with Culture Change programmes • Successful track record, developing improved customer service delivery and delivering business change • Experience influencing with senior management teams in project environments • Experience of improvement to process and technology • Experience in stakeholder management on complex/sensitive programmes, credibility and impact with peers and leaders • Substantial experience of successfully establishing effective performance measures and a performance culture that has achieved significant outcomes	• Contributed to a minimum of three change programmes, of significant length and each making a significant impact across multiple business areas • Experience of facilitating change for programmes requiring TUPE (Transfer of Undertakings Protected Employment).

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	Essential	Desirable
Qualifications/Education	• Relevant qualification, e.g. ONE of: Change Management Institute ACMF (Accredited Change Manager Foundation); MSP Practitioner; APMG – Change Management; PROSCI ADKAR Model or equivalent • Prince2 qualified to Practitioner Level	• Degree level qualifications

People Management Responsibility?	Line management responsibility, including coaching, development and performance management.
Budgetary Responsibility?	Budgetary responsibility of Project and Programme budgets.
Key Relationships (internal/external)	Executive and Senior Leadership Teams, Core Asset and Transactional Teams, ICT teams, and external advisors.

Safeguarding of Children Young people and Vulnerable Adults

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.   As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Key Role Performance Indicators

1. Monitor staff perceptions and the direction of travel through regular pulse checks and other feedback methods
2. Establish effective programme governance, reporting and ensure that adequate audit trail is maintained
3. Periodically review the programme governance and delivery to ensure anticipated outputs are being delivered, stakeholder expectations are being met and quality assure the approach. Adapting as appropriate to changing business requirements during the life of the programme.
4. Delivery of the Programme, to time, quality and budget with clear benefit realisation.
5. Presentation and analysis of the monthly programme performance, to the relevant members of SLT and ELT who have been defined as key stakeholders. Where adverse performance is identified action plans should be implemented and monitored to alleviate such performance

Date Role Profile Created/Updated:	February 2020

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