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| A | **Post Details** | | | | | | | | | | | |
|  | Job Title: | Programme Manager | | | Function: | | Engineering and Major Programmes | | | | | |
|  | Location: | Four More London (Hybrid) with some travel across SE network | | | Unique Post Number: | |  | | | | | |
|  | Reports To: | Head of Major Programmes | | | Grade: | | MG2 | | | | | |
| B | **Purpose of the Job** | | | | | | | | | | | |
|  | Significant business change is planned across Southeastern. Major programmes and business transformation programmes are those which require delivery across the organisation. Current examples include the introduction of new rolling stock, the roll out of new ticketing schemes, station upgrades, new technology and back office software, and modifications of existing rolling stock.  The purpose of the Programme Manager is to oversee delivery of a group of interlinked projects and activities to ensure that they are delivered successfully, on time, on budget and to quality. The role is responsible for supporting delivery at a strategic level, administering governance across the programme, managing resource, identifying and setting up new projects, and ensuring products are handed back to the business successfully. The Programme Manager should ensure change is managed effectively with all stakeholders internally and externally, and that changes delivered by projects are managed successfully around the day to day operations of the business. | | | | | | | | | | | |
| C | **Principal Accountabilities** | | | | | | | | | | | |
| C1  C2  C3  C4  C5  C6  C7  C8  C9  C10  C11  C12  C13  C14 | Lead projects or programmes assigned, to ensure successful delivery safely, on time, to quality and on budget;  Provide a clear vision and team direction to Project Managers, aiming to create a high performing team through effective management, development and empowerment;  Establish and maintain good, professional and proactive relationships with internal and external senior stakeholders, including suppliers and the project sponsor;  Oversee effective delivery of individual projects, providing first line assurance to project managers, resolving issues as appropriate and escalating delivery risks to the Head of Major Programmes;  Manage interdependencies between key projects in the programme, ensuring programme benefits are met, and maintaining good understanding the wider strategic context of the programme;  Ensure the development and upkeep of key project management documentation across the programme, including but not limited to, project plans, cost plans, risk registers, scope and requirements;  Ensure adherence to Southeastern project governance processes, including project reporting and change control. Manage the governance processes as appropriate for the assigned programme.  Ensuring all projects are delivered safely, in line with all health and safety regulation;  Hold regular team meetings and role model best practice behaviours;  Identify resources needed to complete activities across the programme, proactively managing conflicts and identifying efficiencies where applicable;  Ensure the project is managed throughout its lifecycle. Lead in the development of the delivery and procurement options, and ensure project deliverables are returned back to the business with clear operational and maintenance procedures.  Identify the key strategic decisions required across the projects and programmes assigned, ensuring options are assessed fully with the support of stakeholders, and signed off at the appropriate level.  Assist and champion the development and upkeep of the Southeastern Project Management Framework, striving for efficient and effective best practice processes, tools and systems.  Deputise for the Head of Major Programmes as appropriate. | | | | | | | | | | | |
| D | **Safety Responsibilities** | | | | | | | | | | | |
| D1 | This post is required to undertake SAFETY CRITICAL WORK | | | | | | | | Yes |  | No | **🗸** |
| D2 | This is a KEY SAFETY POST | | | | | | | | Yes |  | No | **🗸** |
| D3 | This post requires SECURITY CLEARANCE | | | | | | | | Yes |  | No | **🗸** |
| D4 | The job requires competence in PERSONAL TRACK SAFETY | | | | | | | | Yes | As required | No | **🗸** |
| D5 | This job has SPECIFIC SAFETY RESPONSIBILITIES (if Yes see section D6 below) | | | | | | | | Yes |  | No | **🗸** |
|  | * Although no specific safety responsibilities, the post holder will need to visit sites as required and ensure safe working practices are being adhered to. This may require competence in PTS. | | | | | | | | | | | |
| E | **Decision making Authority** | | | | | | | | | | | |
| E1 | Typical projects budgets can range from £50k - £20m. Responsibility for management lies with the post holder. Expenditure is governed by financial rules that stipulate approval level and the post holder must work with the Finance team to set, run and report financial progress. | | | | | | | | | | | |
| F | **Most Challenging and/or Difficult parts of the role** | | | | | | | | | | | |
| F1  F2  F3  F4  F5  F6 | Using influencing and communication skills to gain participation from multiple areas of the business, so as to ensure project and programme deliverables are maintained and met.    Integrating project based work in amongst competing business priorities, including other projects and day to day business operations, without detriment to operational performance targets and departmental objectives.    Delivering projects in a highly regulated environment underpinned with formal and contractual relationships such as a franchise commitment to the DfT    Identifying the most appropriate project tools and methodologies to effect project delivery  Using critical thinking, by being able gathering evidence and ideas from a wide variety of sources, in order to inform project decisions and direction.  Planning and organising multiple competing demands. | | | | | | | | | | | |
| G | **Person Specification** | | | | | | | | | | | |
| G1 **G2** | Experience, Knowledge & Qualifications (including any specific safety training requirements)  * Formal project or programme qualification or accreditation (PRINCE2, APM foundation or practitioner) and a practical understanding of project management principles, tools and techniques * Demonstratable evidence of previous successful project delivery * Experience in management and leadership of a matrix team * Degree educated or with equivalent experience * Experience of working in a train operating company, or similar environment  Skills (including any specific safety critical competencies)  * Leadership of matrix teams to achieve goals * Effective management of direct reports * Critical thinking and problem solving * Communicating and influencing * Stakeholder management * Planning and organising * Commercial awareness (desirable) * High standard of written and oral English * Experience in Microsoft Excel, Word, Powerpoint and Project | | | | | | | | | | | |
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| G3 | **Behaviours**   * Proactive – able to pre-empt and drive action forward activities on the project, planning in advance to avoid issues rather than reactive action * Professional – acting with honesty and integrity, upholding Southeastern values * Inclusive – able to involve stakeholders at various levels and treat others with respect and courtesy | | | | | | | | | | | |
| G4 | **Other** | | | | | | | | | | | |
| H | **Dimensions of role** | | | | | | | | | | | |
| H1 | Financial – Direct: | | | Management of project / programme budget, providing effective reporting, tracking and control. | | | | | | | | |
| H2 | Financial – Other: | | |  | | | | | | | | |
| H3 | Staff Responsibilities – Direct: | | | Allocation of project management professionals assigned. This could include contracted resource. | | | | | | | | |
| H4 | Staff Responsibilities – Other: | | | Indirectly, organise and lead matrix teams of varying sizes. | | | | | | | | |
| H5 | Any Other Statistical Data: | | |  | | | | | | | | |
| J | **Acknowledgement** | | | | | | | | | | | |
| J1 | Prepared By: | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | Date: | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | |
| J2 | Approved By (Head of Department): | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | Date: | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | |

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| **K** | **Job Description Briefing** | | | | | |
|  | The post holder has been briefed on and understands the requirements of this Job Description and other related documents: | | | | | |
|  | Name of post holder: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |
| **L** | **Nominated Deputy for Safety requirements** | | | | | |
|  | If this is a KEY SAFETY POST (D2 in Safety Details above is YES) at least one nominated deputy must be identified. The Job Holder must ensure that the Nominated Deputy(ies) receives a copy of, and is briefed on this Job Description. If there are more nominated deputies, they should sign further copies of this Job Description. | | | | | |
|  | The nominated deputy has been briefed on and understands the requirements of this Job Description and other related documents: | | | | | |
|  | Name of nominated deputy: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |