Job Description

JOB TITLE:	**Programme Manager**
GRADE:	**Grade 1**
REPORTING TO:	**Head of Programme Management & Change – Transformation & Culture**
THEME/PRODUCT:	**Transformation Portfolio Delivery & Operating Model Change**

ROLE SUMMARY

The Programme Manager will lead the planning, coordination and delivery of the organisation's core transformation programme, ensuring a clear long-term vision and successful delivery of key milestones to time, quality and budget. They will apply agile programme management and change methodologies to drive people, process and technology-led change that is effectively embedded across the organisation and delivers measurable value.

The role has overall responsibility for business cases, budgets, value realisation and risk management while leading a matrix team of change professionals, project managers and subject matter experts to deliver well designed solutions and high quality outcomes that maximise impact and value for money.

MAIN DUTIES AND RESPONSIBILITIES

Programme Leadership

- Lead the planning, delivery and execution of the organisation's change and transformation programme, ensuring alignment with strategic objectives and long-term vision.
- Work closely with senior leadership to ensure programme outcomes support organisational strategy and that change is embedded and adopted across the business.
- Ensure customer insight and engagement shape programme design, delivery and decision making.
- Drive cultural, structural and process improvements, fostering a flexible and innovative mindset.
- Prepare concise, high-quality reports and updates for Executive, Board and Governance forums.

Programme and Project Delivery

- Oversee multiple interrelated projects and workstreams, ensuring coordinated delivery, effective resource allocation, and achievement of programme milestones within time, budget and quality expectations.
- Apply agile programme management and recognised change management methodologies, leading cross-programme ceremonies and promoting a consistent, people-centred approach to change.
- Support workstream leads and delivery teams in applying the organisation's project management methodology, ensuring robust documentation, reporting and assurance across all activity.
- Lead post-implementation reviews and lessons-learned activity, ensuring improvements are captured and embedded.
- Apply lean and systems-thinking approaches to simplify processes and improve end-to-end customer experience.

Governance, Controls and Risk Management

- Lead programme governance, including RAID management, value realisation, terms of reference and adherence to organisational frameworks.
- Ensure strong financial management, including oversight of budgets, business cases, procurement and value delivery.
- Maintain alignment with organisational policies, governance forums and regulatory requirements, escalating issues requiring wider consideration (e.g., data governance, design authority).
- Identify, monitors and mitigates programme and operational risks, ensuring safe and well managed systems of work.
- Identify and escalate issues that need to be considered outside of the programme governance structure, in particular data governance and design authority decisions.

Stakeholders and Team Development

- Lead and develop cross-functional and matrixed teams, providing direct line management where required and fostering a positive, high-performing team environment.
- Act as a key advisor to EMT and SLT and work closely with the Enterprise Architect and Data Architect to ensure joined-up design and delivery.

General

- Manage health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy
- Comply with business confidentiality and information security policies, in line with GDPR and relevant legislation
- Live believe housing's values and behaviours, doing the right thing for our customers, our business, and our people
- To deliver financially viable and economically effective services, seeking to gain maximum benefit from the use of resources and increasing social value

- Promote organisational values and demonstrate commitment to diversity, inclusion and collaboration in all aspects of programme delivery.

PERSON SPECIFICATION

Essential and Desirable Criteria	Method of Assessment
Qualifications	
• Qualified to degree level and/or with a relevant professional qualification in programme management (PgMP, PMQ, PPQ) or significant equivalent experience (E)	• Application Form • Pre-employment checks
Experience	
• Demonstrable programme management achievements in a role with similar complexity. (E) • Proven experience in understanding business requirements and developing project business cases. (E) • Relevant budget management experience. (E) • Experience of value realisation and benefit tracking (E) • Experience in business change, technology delivery and process optimisation. (E) • Expertise in using data analytics and visualisation tools (E)	• Application Form • Interview
Knowledge	
• Knowledge of best practice in programme and change management methodologies and tools. (E) • Strong knowledge of key controls and governance to support agile projects through their lifecycle (E) • Understanding of GDPR, Data Protection and data governance practices and issues (E) • Awareness of social housing regulation requirements (D)	• Application Form • Interview
Skills	
Strategic thinking, planning and delivery: Defines and communicates long-term programme vision, prioritising effectively and making informed, evidence-led decisions. (E) **Leadership & agile delivery:** • Provides strong, adaptive leadership through change, applying agile programme management approaches and enabling cross-functional collaboration. (E)	• Application Form • Interview

Communication, collaboration and stakeholder influence: • Communicates clearly and transparently, negotiates effectively, and builds strong relationships across teams and hybrid environments. (E) **Analytical thinking and problem-solving:** • Analyses issues using evidence, evaluates options and develops practical, outcome-focused solutions. (E) **Governance, structure and control:** • Drives effective governance and delivery structures, ensuring transparency, alignment and adherence to organisational standards. (E) **Continuous improvement and learning mindset:** • Reflects on performance, identifies improvements and embraces continual learning to support sustainable change. (E) **Integrity, inclusion and customer value:** • Acts openly and transparently, demonstrating integrity while fostering an inclusive environment and delivering meaningful value for customers. (E)	
Behaviours	
• **Care about the basics** – you ensure best practice is in place, and use resources effectively • **Work well together** – you give context and clarity, join up how we approach our work, and break down silos • **Achieve great results** – you celebrate success, set clear expectations and provide opportunities to learn from the things that go wrong. • **Keep improving** – you promote meaningful change, create opportunities for improvement and make it happen • **Be at our best** – you lead with integrity • **Make a positive difference** – you actively collaborate, create effective partnerships and encourage autonomy	• Interview