

Role Profile

Job Title:	Programme Manager (Connected Places / IoT)
Location:	Hybrid – office is base Colindale
Department:	DDaT Enablement Service
Directorate:	Strategy & Innovation
Grade:	M
Reports to:	Head of Digital Strategy

1. Job Purpose:

[https://admin.barnet.gov.uk/media/14547https://barnet.moderngov.co.uk/documents/s79139/Connected Places Cabinet Paper - Public Report -.pdf](https://admin.barnet.gov.uk/media/14547https://barnet.moderngov.co.uk/documents/s79139/Connected%20Places%20Cabinet%20Paper%20-%20Public%20Report%20-.pdf)

The council is seeking a new Connected Places Programme Manager to take on an existing, funded programme. The successful candidate will drive forward the established basis of work and bring to reality a wide range of infrastructure and system improvements.

Barnet is London's second most populous borough, with nearly 400,000 residents, over 24,000 businesses and 30 town centres, making it more populous than most UK cities. Barnet plays a leading role in the Digital Infrastructure agenda within West London which is the second largest economic region in the UK. Leading the Connected Places team, you are expected to exhibit a deep understanding of how the borough operates and to be able to identify where innovation and investment can deliver the greatest impact and benefits to residents and businesses.

We see the Connected Places agenda focused on improving quality of life for our communities by ensuring the Council is at the cutting edge of Digital, Data, Technology and Telecommunications innovations that must be delivered to meet the needs of our changing society. We are looking for a talented individual that can work collaboratively across teams and with partners internally and externally, to get the best from telecommunications infrastructure and limited funding, unlock investment in the infrastructure that is needed across the borough, and to ensure that council services are future ready to meet current and emerging needs.

The Connected Places team has a mandate to work in a cross-departmental way to deliver organisational change and transformation of council operations. This includes working with colleagues in street services, highways, housing, community safety, estates, development, town centres, libraries, and adult social care on telecommunications and technology transformation projects. You will lead Connected Place related transformation projects and deliver operational cost savings across these service areas in accordance with the adopted strategy.

This is an existing role, with the successful candidate having a key part to play in a review and refresh of the Programme as a whole. You will need to develop at pace a strong understanding on the position of the Programme and take decisions to optimise the council's investment in Connected Place.

You will provide a leadership role within the Strategy & Innovation agenda, modelling best practice, positively and proactively aiding colleagues to deliver wider Digital, Data and Technology outcomes, helping to address strategic and practical challenges as and when they arise. You will champion delivery of the Connected Places agenda and be accountable for ongoing performance. You will lead on securing further grant opportunities as well as managing the £2.35m core service budget. You will be commercially in-tune, navigating procurements and contractual negotiations with ease, and thereby help the council to achieve its wider savings targets and ambitions to be efficient and effective. You will provide leadership in holding key relationships with partners and providers of new solutions, infrastructure, and services.

As the programme progresses, you will have the opportunity to take on other programmatic elements of the Digital, Data and Technology agenda, with your skills in prioritisation and time management, and your ability to identify cross-cutting opportunities, a distinct advantage.

2. Key accountabilities:

Programme Management and Delivery

- Lead, manage and develop the [**Connected Places Transformation Programme**](#). Holding full ownership for the design and delivery of the agenda that is currently defined as including:

Network Development and Delivery	Corporate Integration Workstreams
<ul style="list-style-type: none">• Gigabit Broadband Programme• 4G/5G Cellular Networks Programme• Public Wi-Fi Programme• Imagery Analytics Programme• Internet of Things (IoT) Programme	<ul style="list-style-type: none">• Strategic Alignment and Engagement• Connectivity Use Case Development• Data Ethics and Citizen Engagement• Social Value Outcomes• Cyber Security

- Build upon this adopted programme to realise the above projects and ensure the council benefits from their implementation. You will seek out and unlock opportunities for further funding and income generation to sustain the work of the service and to facilitate the growth and expansion of the programme.
- Own and manage programme delivery and reporting. Ensure that changes to the programme are delivered in close collaboration and agreement with stakeholders, and that individual projects are designed and delivered in a way that engages with residents and secures public

buy-in. You will navigate and negotiate senior stakeholder relationships within and beyond the council.

- Build inter-operability and broad-based usability into the heart of all projects and programmes delivered; embedding common approaches to the provision of service support and advice, to allow for more successful transition and transformation of council and public sector services.
- Secure economic development outcomes and inward investment through the delivery of the programme, and track and report on such outcomes and impacts in credible and accessible ways. Ensure that related business cases effectively articulate and secure wider social, economic and environmental benefits.

Stakeholder Management.

- Forge, develop and sustain strategic relationships and effective engagement with national, regional, sub-regional, commercial, public sector, and internal stakeholders. Leverage these relationships to deliver beneficial outcomes for Barnet residents and businesses.
 - With national, regional, and subregional colleagues, ensure joined-up thinking and delivery to achieve connected place outcomes. Secure and leverage access to: (i) help shape the direction of new policy, regulations, and guidelines, (ii) influence the development of wider priorities and programmes, and
(iii) where possible, secure grants and access to new sources of funding.
 - With commercial partners and providers, client and develop commercial relationships and partnerships on behalf of the council, to ensure that:
 - (i) services are procured and delivered in a compliant manner,
 - (ii) there is quality and timely delivery of agreed outcomes, and
 - (iii) favourable commercial terms and outcomes are negotiated and agreed.
 - With internal colleagues across the council, and public sector partners, develop strong and reliable relationships, and work in close collaboration, to enable:
 - (i) successful deployment of telecommunications and network infrastructure to facilitate secure and effective delivery of services and operations,
 - (ii) the piloting and embedding of technologies that will improve service operations, resident engagement, and data informed decision-making, and
 - (iii) further opportunities to be explored for digital service provision, new business opportunities, and the realisation of financial savings.

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- Ensure learning and innovation inform and enable the council to embrace transformational change. Work with colleagues across the council to implement changes to current operations to help them embrace existing and emerging technologies and exploit digital opportunities.
- Work with colleagues across the organisation to build tools and outputs that help realise and communicate the benefits of Connected Places programme and outcomes delivered, including with colleagues from Digital / Resident Experience, IT services, Communications and Insight.
- Ensure technical and ethical compliance of projects and programmes by working with Finance, Data and Information Management, Commercial/Procurement, and Legal Services colleagues. Help to develop related systems and tools.

Leadership

- Be a role model for leadership; fostering an environment of support, coaching, trust, and ownership of duties that empowers staff both in and beyond the Connected Places team to excel in their roles.
- Provide day-to-day line management for the Connected Places Team in full accordance with organisational guidance and policies, including four direct reports, various external consultants, and technical advisors. Secure ongoing commitment from colleagues and their subordinates across the council to sustain effective delivery of projects and savings programmes.
- Represent senior leaders and line managers, as appropriate and when required. Including determining recommendations and negotiating commercial terms on behalf of Cabinet, Directors and the Head of Service as the designated decision-maker.
- Stay up to date with industry thinking, government priorities, regulations and guidelines relating to the Connected Places Agenda, not least including:
 - Best practice within smart cities and connected place professional communities, industry, and across the work of other local authorities and public bodies,
 - Compliance and standards for the secure, legal and ethical use of data and technology to improve awareness for wider colleagues, residents and businesses.
 - Recognising that Cyber Security is the highest risk to the council, provide guidance and leadership in relation to emerging threats related to connectivity networks and devices.
- Ensure that solutions delivered meet business continuity and disaster recovery needs. Actively participate in, and shape, emergency planning, and responses to emergency situations.
- Engage in national dialogues and agenda to ensure that policy and funding proposals are shaped in favourable ways that will bring benefit to the council, our residents and businesses.

3. Financial Responsibilities:

- Accountability for the Connected Places Transformation Programme budget and related spending decisions (presently £2.35m allocated for the period 2024/25 – 2027/28).
- Accountability for securing the payment of relevant fees and charges for connectivity-related wayleaves and partnerships, together with the delivery of any associated services.
- Accountability for the achievement of at least £3.m of cost savings as identified within the Connected Places Strategic Outline Business Case.
- Oversight of any further grants, voucher schemes, or inward investment that is required to be channelled through the Council to ensure it is lawfully complaint, securely handled and appropriately tracked and audited.
- Linked to the development of new sources of income and savings for the council, the role may involve the management, clienting or oversight of any emerging business arrangements or ventures with third parties, including potential commercial partnerships concerned with the infrastructure or innovations being delivered in relation to the Connected Places agenda.
- Responsibility for ensuring relevant financial monitoring is undertaken appropriately, and that audits are appropriately responded to and actions taken as and when required.

4. Health and Safety Responsibilities

- Ensure sufficient resources are allocated to managing risk in relation to programme delivery. Reporting to the head of service where strategic/service plans are inadequately accounting for health and safety risks or effects on employee wellbeing.
- Ensure that all Connected Places projects and programmes are CDM compliant.
- As a manager within the London Borough of Barnet, you are required to:
 - Abide by Barnet's health and safety policy, associated arrangements for managing, and implement the manager's responsibilities set out therein.
 - Complete mandatory health and safety training in a timely manner and undertake additional training as and where appropriate to Connected Places programmes and workstreams.
 - Ensure risk assessments are in place for all task/actives where there are significant hazards, including stressors that could have an adverse effect on staff wellbeing.
 - Identify and implement controls. Ensure staff are aware of the risk assessment findings and trained in the use of controls measures.
 - Monitor health and safety compliance arrangements and act where there are concerns.
 - Include health and safety in regular management team meetings.
- Lead by example, monitor and enforce health and safety compliance of staff.

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5. Promotion of Corporate Values

- Ensure that customer care is maintained to agreed standards according to the council's values.
- Ensure that a high level of confidentiality is maintained in all aspects of work.
- Seek to model our values at all times:

Caring / Learning to Improve / Inclusive / Collaboration

7. Flexibility

- To deliver the service effectively, a degree of flexibility is needed, and the post-holder may be required to:
 - Perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.
 - Undertake work relating to this role outside of usual hours of business, and ad hoc attendance at meetings or events outside of usual working hours is expected,

8. The Council's Commitment to Equality

- To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

Job Title	Connected Places Transformation Lead
Location:	Hybrid – office base Colindale
Directorate:	Strategy & Innovation
Grade:	M
Reports to:	Head of Digital Strategy

Criteria	Essential/Desirable	Assessed by:
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Professional Membership/Qualification		
Educated to at least Degree level and/or can demonstrate a high level of relevant associated experience.	Essential	Application/Interview
Membership of a relevant professional body or organisation related to telecommunications and/or relevant related project / network management.	Desirable	Application/Interview
Experience & Knowledge		
You will bring experience and achievement at a Service Management level for at least one of the following two areas of required expertise: <ul style="list-style-type: none"> • <i>Telecoms infrastructure deployment</i> • <i>Digital adoption and change management</i> (within an organisation of comparable scope and complexity seeking transformation). 	Essential	Application/Interview
You can demonstrate excellent leadership skills, both in managing and inspiring your team and in influencing the wider organisation to embrace either digital opportunities or transformational change.	Essential	Application/Interview
You have strong, relevant, experience in relation to Programme management, and the management of strategic relationships and stakeholders.	Essential	Application/Interview
You can effectively communicate our <i>Connected Places Transformation Programme</i> and understand the strategy and portfolio of work that underpins it. You have experience of speaking to a range of audiences and can provide clear assurance that the team will be capable of communicating the vision.		
You're passionate about enabling transformational organisational and service change. You have the skills and experience to realise change in practical terms by coordinating delivery of an ambitious suite of programmes and workstreams in parallel.	Essential	Application/Interview

You have direct experience of people management and leadership, including line management for more than one individual at a time.	Essential	Application/Interview
You have experience in strategic vendor clienting and collaboration, including public-sector related procurement processes, commercial negotiation skills, and business case development and delivery.	Essential	Application/Interview
You're comfortable handling complexity regarding technology and can demonstrate experience of enabling team members to deliver complex projects, without necessarily holding all required information.	Essential	Application/Interview
You can demonstrate experience of budget management in a way that is relevant to the role	Essential	Application/Interview
You can demonstrate experience of delivering timely outcomes in complex environments, including the need to be agile and adaptable.	Essential	Application/Interview
You are a practitioner of the cross-government Digital, Data, and Technology (DDAT) professional frameworks, and have a working knowledge of the DDAT Playbook.	Essential	Application/Interview
You have a working knowledge of relevant digital / technology standards and frameworks relating to the Connected Places agenda: <ul style="list-style-type: none"> - Government Digital Services Standard - Technology Code of Practice - Electronic Communications Code 	Essential	Application/Interview
You have a working knowledge of the secure connected places playbook and the NCSC 'Connected Places Cyber Security Principles'.	Essential	Application/Interview
Skill & Ability		
You can change hearts and minds to embrace new ways of working both within the function and more broadly across the council.	Essential	Application/Interview

You will have the strategic and organisational skills to build a Connected Place service within the council and promote its capabilities within and beyond. You are ready and able to collaborate with and facilitate innovation across other public sector and commercial organisations to realise the true potential of telecoms investments and digital innovations.	Essential	Application/Interview
You'll be commercially astute, capable of managing large budgets, used to negotiating with and getting the best value from suppliers, and comfortable in taking commercial approaches to service provision.	Essential	Application/Interview
You'll be able to operate effectively in relation to the democratic process, with political acumen and communication skills, that will enable you to develop productive working relationships with council members, colleagues, staff and other stakeholders, earning respect, trust and confidence.	Essential	Application/Interview
Accreditation or practical knowledge of ITIL Service Management, agile methodologies and project and programme management methodologies.	Essential	Application/Interview
Values & Behaviours		
Caring		
Integrity - I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Support - I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Insight - I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile - I am fully empowered to act within the scope of my role	Essential	Application/Interview

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Growth Mindset - I take responsibility for my own personal development, growth and learning and support others with their learning and development.	Essential	Application/Interview
Inclusive		
Personal Responsibility - I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Engage with discomfort - I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Application/Interview
Champion Diversity - I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
Collaborative		
One Team - I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Application/Interview
Accountable - I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused - I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview