

Caring for **people**, our **places** and the **planet**

Role Profile

Job Title	Programme Manager (Digital, Data and Technology)
Location:	Colindale
Department:	DDaT Enablement Service
Directorate:	Strategy & Innovation
Grade:	M
Type of Working	Hybrid – Colindale / Home Working
Reports to:	Head of Digital Strategy

1. Job Purpose:

Barnet is seeking a programme manager as part of the wider recruitment campaign to improve our digital, data and technology (DDaT) capability, in line with the council's strategic goal to improve resident and customer outcomes. Working as part of multi-disciplinary team with responsibility accountability to ensure programme delivery of significant savings to ensure the council achieves its goal of financial sustainability.

The role will be responsible for management and leadership of a number of staff and – indirectly - stakeholders, both internal and external. The successful candidate will be expected to provide matrix leadership across the Digital team, and more widely the growing internal digital functions across Barnet, and take line management responsibility of up to 5 staff.

This will be a fast paced role, with responsibility for all projects in conjunction with other product and programme managers across the service. The role's time will be split to best meet the needs of Barnet's digital functions. As a senior member of staff, the Programme Manager will ensure the strategic progression of objectives and milestones across all DDaT projects. They will effectively build relationships with senior leadership to identify process improvements, opportunities and efficiencies. They will draw on the resources of their colleagues and teams around them to ensure high-quality, timely delivery. The postholder will have scope to develop the council's DDaT ways of working and will be able to influence wider projects and programmes to the same effect.

In addition, the role will include an element of digital consultancy as part of Barnet's new DDaT Enablement Service. The successful candidate will manage requests and prioritise and allocate these as required. They will use their own skills and capabilities to share best practice, build understanding and provide guidance to services as they procure and implement their services. They will also be expected to provide some digital business partnering to services across the council's ecosystem, prioritising work areas and identifying opportunities as required.

Finally, the role will include contributing to the establishment of a user-focused digital-first mindset across the council's corporate structures. The successful candidate will draw heavily on digital principles around quality service design, iteration, accessibility and inclusion.

Candidates will be expected to have direct experience as a Delivery Manager in a DDaT environment, with experience in the public sector an advantage. This is a new role with a lot of scope for the successful candidate to define and inform its remit and focus, as the DDaT Enablement service comes online.

2. Key accountabilities:

- **Programme management** of the council's DDaT projects and products. This will include acting as a key council-side member of the development and implementation team.

- **DDaT consultancy** – effective senior business partnering to support and enable council services to deliver and implement digital products, including deployment of own skills as required to ensure delivery of service-led projects as appropriate.
- **Prioritisation** – overall responsibility for the direction and decision making around the DDaT backlog, taking into account organisational pressures and DDaT principles.
- **DDaT function development** – defining the future of Barnet's digital capability, including methodology, structure and implementation approaches, drawing on own knowledge and experience to ensure goals can be met.
- **DDaT scrutiny** – contributing to the digital function's oversight of DDaT and associated business decisions, ensuring best practice and outcomes.

3. **Financial Responsibilities:**

- Despite the programme manager having no direct budget of their own, they will have a key role in setting direction and influencing the spending of the DDaT Enablement budget and, as above, will scrutinise DDaT business cases as part of their role.

4. **Health and Safety Responsibilities (choose one option):**

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

5. **Promotion of Corporate Values**

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

6. **Flexibility**

In order 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.

7. **The Council's Commitment to Equality**

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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

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Educated to degree level or equivalent	Essential	Application
Agile or other digital methodology qualifications	Essential	Application
Other digital professional qualifications	Desirable	Application
Experience & Knowledge		
Extensive experience in a senior digital delivery leadership role in complex stakeholder environments	Essential	Application/Interview
Extensive and proven experience as a Programme Manager with accountability for successful definition, implementation, benefits realisation and project delivery across a range of disciplines within a complex digital environment including suppliers and partners.	Essential	Application/Interview
Extensive experience of the design and execution of digital change programmes and projects linked to business strategy and organisational vision.	Essential	Application/Interview
Proven experience in a public sector digital environment	Desirable	Application/Interview
Experienced in delivering reporting and assurance to a variety of stakeholder to meet their needs – from high level dashboards to detailed performance and financial reports.	Essential	Application/Interview
Considerable experience of creating, building, leading, and motivating individuals and teams including staff recruitment and performance	Desirable	Application/Interview

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management (both direct reports and matrix aligned staff).		
Experience of commercial negotiations and managing third party suppliers and working with development partners.	Essential	Application/Interview
Experience of managing complex programmes/projects across organisational boundaries in conjunction with business stakeholders and digital domain specialists to	Essential	Application/Interview
plan and deliver successful outcomes.		
Excellent understanding of GDS Service Standard and wider public sector best practice	Essential	Application/Interview
Skill & Ability		
Demonstrate strong influencing skills, showing drive, tenacity, resilience and sound judgement.	Essential	Application/Interview
Ability to focus on quality and results while driving the delivery of programmes and projects within a pressurised environment with the ability to confidently support, assure and challenge with ease while maintaining good working relationships.	Essential	Application/Interview
Strong interpersonal and negotiation skills with the ability to build credibility and confidence to persuade and influence key stakeholders.	Essential	Application/Interview
Ability to interpret technical solutions, risks and issues and position/present business-focussed proposals with excellent written and presentation skills.	Essential	Application/Interview
Mature understanding and application of Project Management Methodologies and Lifecycles.	Essential	Application/Interview

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Excellent organisational skills - ability to establish and maintain effective systems for managing data and project artefacts.	Essential	Application/Interview
Excellent time management skills and ability to work proactively with minimal day to day supervision, prioritising tasks where necessary in order to meet potentially tight deadlines.	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
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	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
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

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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