

Job Description

Job title:	Programme Delivery Manager
Group:	Education Services Group
Dept/Project/Service:	UK Contracts
Reports to:	Head of Delivery, UK or Programme Delivery Director
Responsible for:	Assistant Programme Delivery Manager Programme Delivery Coordinator(s) Programme Delivery Administrator(s)
Usual office base:	Reading
Grade:	5

Job purpose:

The Programme Delivery Manager is crucial to ensure that the programmes are of a high quality, impactful, and within budget. The Programme Delivery Manager will use their initiative, project management tools, programme management experience, team leadership and relationship management skills to deliver the programme end to end.

Job objectives:

1. Work with key stakeholders internally and externally to deliver a successful programme, with flexibility and initiative to adapt working procedures to suit the specific business need at the time.
2. Maintain a strategic overview of the programme and regularly review, monitor and report on the progress, in accordance with corporate management information requirements, to ensure outputs are delivered to time and quality specifications.
3. Work with relevant colleagues within the Finance team to ensure that appropriate finance procedures are in place and budgets are developed and budget reporting requirements are agreed and met.
4. Establish and maintain project management, administrative and quality assurance processes proportionate to the size and timing scope of the programme to ensure it runs efficiently and fulfils the contractual / internal requirements and in line with the Education Development Trust Programme & Project Management (PPM) methodology.
5. Work closely with suppliers and partners as appropriate to ensure that inputs are planned and delivered in a way that will achieve the specified business objectives, contractual requirements and agreed benefits / outcomes, within any time, cost and quality constraints.

6. Provide coordination and liaison as required between business users and IT systems developers and manager, including identifying and managing external suppliers where appropriate.
7. Liaise with project and operational managers to ensure that best practice from the programme is embedded in the design blueprint and subsequent delivery of new projects.
8. Implement agreed monitoring and change and budget control processes, producing regular progress reports, detailing achievement against milestones, activity status, resource requirements, issues, risks and dependencies as appropriate to business needs.
9. Identify, resolve and escalate risks and issues in accordance with the methodology and take appropriate mitigating and preventative action.
10. Coordinate the allocation of resources to ensure that all aspects of the project can be delivered effectively and manage cross project dependencies to enhance the success of the project.
11. Ensure all deliverables meet cost and time specifications as agreed with the client.
12. Provide line management to the internal programme team, supporting their professional development and ensuring high levels of performance.
13. Act as the budget holder for the programme, ensuring internal financial controls and reporting requirements are met.
14. Ensure the provision and approval of meaningful and timely progress reports for the client and Education Development Trust relating to project deliverables, impact measures and outcomes drawing on available management information and evidence from pedagogical expertise amongst the UK Contracts team, consultancy pool and programme partners / stakeholders.

Scope:

The post-holder will be an important locus of coordination for the programme and will involve advising more senior staff. A limited amount of UK travel may be required.

This is a developmental role and adaptability will be required to meet developmental priorities.

This is not a comprehensive list of all tasks which may be required by the post-holder – it is illustrative of the general nature and level of responsibility of the work to be undertaken on the new programme.

Person specification:

Knowledge

Essential:

- A deep knowledge and understanding of managing professional development programmes
- Qualification / accreditation in the use of a recognised structured project management methodology
- Commercial knowledge, awareness and interest
- An understanding of business transformation and change principles
- Good understanding of governance processes and tools

Desirable:

- Awareness and understanding of the professional development landscape within the UK

Experience

Essential:

- Significant experience and a confirmed track record of managing and delivering complex and high profile programmes
- Strong Stakeholder Management Experience
- Demonstrable experience of successful project implementation within the context of the achievement of project outcomes and effective project dependency management
- Demonstrable evidence of business project planning, budgeting and effective matrix management of resources from multiple teams / organisations
- Experience of designing and setting up new processes and/or systems
- Experience of managing a small team of direct reports
- Proven experience of flexible working
- Sound budget management experience
- Third party company / vendor management experience, including influencing and negotiation skills in a commercial environment

Skills

Essential:

- A motivated self-starter that can work autonomously with the complete confidence of stakeholders
- Flexibility in adapting to the demands of a fast-changing market, including the ability to find and implement shortcut solutions where conditions dictate
- Calm and assured in a pressurised environment
- A constructive thinker with a highly positive attitude
- Highly developed interpersonal and communications skills and the ability to work with a wide variety of stakeholders, including senior managers, directors, clients and suppliers
- Ability to think and plan strategically, including sound financial skills to plan and manage complex budgets

- Highly organised, with an aptitude in planning effectively to meet client deadlines and an ability to work on multiple tasks at the same time
- Highly developed IT skills, including the use of O365 and SharePoint

Competency Band: 3

Key Competencies for the role:

Our Values	Key Competency 1	Key Competency 2
Excellence - Creating and Leading Success	Creating value	Responding to change
Integrity - Supporting and Building Trust	Valuing views and needs of others	Communicating with impact and empathy
Accountability - Delivering and Improving	Delivering commercial outcomes	Driving performance
Collaboration - Engaging and Partnering	Engaging others to achieve goals	Influencing and negotiating

Job Family: Project Management

Education Development Trust is committed to safeguarding and promoting the welfare of children and adults whom we work with and come into contact with around the world. All applicants are subject to thorough screening and for applicable roles, successful candidates are subject to relevant criminal record checks with national police authorities or the UK's Disclosure and Barring Service.