**ROLE PROFILE**

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| **Role Title:** | Head of Programme Delivery |
| **Department:** | Finance & Resources – IT |
| **Role Purpose:** | To lead the strategic planning, development and management of all aspects of a professional programme management and business change function delivering business transformation:   * Portfolio, programme and project management to support business transformation and technology transformation in support of organisational strategy. * Responsible for developing, implementing and monitoring the policies, processes, monitoring and reporting used by the business to deliver business transformation initiatives. * Lead, direct and develop the programme delivery team and its capabilities. * Ensure programme delivery services are professional, cost effective and provide a good quality output. * Champion business transformation and the delivery of sustained business value. * Contribute to, and at times lead, the wider development of the IT function ensuring it provides a value added, business outcomes focussed service. |
| **Reporting to:** | Director of IT |
| **Responsible for:** | Business Architecture, PMO Management, Project Management Business Analysis and Test Analysis teams |
| **Disclosure level:** | N/A |
| **Role Level:** | [Operational Leader](file:///C:\Users\downska\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\6E0HTV2A\B&S%20Framework%20Role%20Levels\3.%20Operational%20Leader.docx) |

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| **Key Role Responsibilities** | Work with the Director of IT and IT Leadership team to develop, maintain and deliver Midland Heart’s IT Strategy.  Work with Exec and Non-Exec directors to define, propose and agree the business transformation roadmap and programme plan.  To develop and agree operational plans for the delivery of projects and programmes.  To determine the overall priorities for the IT Team, working with colleagues across Midland Heart to determine business priorities.  To determine business benefits to be delivered through business transformation initiatives, ensuring they are fully realised and embedded for sustainability.  To work with colleagues to determine the needs of stakeholders in all areas of Midland Heart and to determine how best to deploy products and services to meet the business needs.  To lead collaborative engagement between stakeholders and technical colleagues to deliver technology-enabled business solutions and innovation projects that add sustained value.  Review existing practices, including relationship management, resource scheduling, budgeting, communications and training, to ensure comprehensive business change is embedded in new, more efficient, transparent and accountable ways of working.  Lead on procurement initiatives as appropriate to ensure compliance with financial regulations and best value for money.  Develop appropriate mechanisms to evaluate benefits realisation and report to the stakeholder community  Accountable for monitoring and managing allocated capital and revenue funds including planning and proposal, project inception through to benefits realisation.  To manage the day to day work of the teams with a focus on developing the collective capabilities to meet agreed service, professionalism and quality standards: develop also knowledge and capabilities outside of project management and business change, eg: GDPR; Technical Standards.  To form robust IT project teams to manage and deliver defined outcomes and business benefit, to agreed budget, time and quality standards.  To promote IT services to colleagues across Midland Heart, raising awareness of best practice principles and processes. |

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| **Education, Qualifications and Training** | Degree educated in Business or Computer Science related discipline  PRINCE2 Project Management Accreditation |
| **Knowledge and Experience** | Significant experience of leading programme office and/or business change function.  Substantial evidence of successful delivery of technology-enabled business change and transformation to enable and maximise business opportunity.  Proven ability to deploy business systems and solutions to deliver business value.  Substantial experience of delivering projects in an Agile framework.  Demonstrable experience of leading and developing business change teams to support whole project lifecycle.  Experience of working in an environment that uses best practice methodologies such as ITIL, with good understanding of all core processes and functions.  Proven stakeholder management skills.  Demonstrable understanding of financial regulations pertaining to procurement.  Experience of financial management, planning and monitoring of both revenue and capital budgets.  Knowledge and understanding of related standards including GDPR and Technical Design Standards.  Positive experience of dealing with resource and performance management issues. |
| **Role Specific Skills & Behaviours** | Delivery focused with a pragmatic approach to assessing technology.  Able to critically evaluate political, economic, social, technological, legislative and environmental opportunities and threats.  Ability to plan and track activities with an appreciation of the long-term issues, ensuring plans complement broader operational strategies.  Excellent prioritisation skills, thoroughness, accuracy and attention to detail.  Excellent communication and stakeholder management skills.  Ability and willingness to engage with other areas of the organisation to generate and coordinate original ideas and developments.  Confident presenting your ideas to a diverse audience to shape and influence service delivery standards.  Resource management with the ability to direct team and individual priorities, to motivate and lead a team to achieve tight deadlines whilst delivering excellent customer service.  Ability to assess complex issues and to apply originality in modifying existing approaches to solve problems.  Confidence to constructively challenge existing work practices.  Demonstrable leadership, organisational and planning skills with the ability to share knowledge with colleagues at all levels.  Ability to produce clear and concise documentation, management information and service improvement proposals. |