

Job description

Job title:	Head of Programmes
Grade:	Grade 16
Job evaluation reference:	HS429ab
Job family:	Health and Social Care

Purpose and impact

This role will lead on and be accountable for the strategic development and delivery of a broad area of work, with responsibility for a service, as specified in the context statement.

The post holder will work across and with partner organisations to ensure effective delivery of the relevant services or programmes, to identify further opportunities to collaborate and embed prevention and early intervention, and to improve outcomes.

As well as directly managing designated staff, this position will supervise broader groups of staff within the directorate across a range of projects, will co-ordinate projects using both internal and external staff, and will actively promote and deliver training and development to build capability and capacity.

The post holder will play an active role in the service's Senior Management Team, providing relevant guidance and input into the review, assessment and development of strategic aims and objectives and our annual business plan.

Key responsibilities

1. Ensure that relevant services or programmes are effective, efficient, and equitable, and focused on long-term outcomes as well as shorter-term performance metrics.
2. Interpret policies, guidelines and any emerging evidence base from across relevant national and local bodies or disciplines to improve and/or re-design existing services or new services, underpinned by a focus on agreed outcomes, the need to reduce inequalities, cost-effectiveness and best value principles.
3. Commissioning and/or delivery of programmes, working collaboratively with providers, the voluntary and community sector and the public to maximise impact.
4. Lead on and oversee research and assessment of needs, inequalities and impact assessments and evaluate impacts of local programmes to support development of relevant areas of work.
5. Regularly build good working relationships at all levels including officers, heads of service, professional colleagues, and elected members, using a client-centred approach to negotiate different perspectives and understanding across their area, securing ownership and lasting change.
6. Respond flexibly to conflicting demands, reviewing and adjusting priorities as required in the context of the overall objectives and business plan.
7. Deputise for and represent the Director and other senior managers as required.
8. Involve services users in planning, development and evaluation.
9. Prepare briefing papers or reports for committees, sub-committees and other internal/external groups and attend meetings as required representing the service.
10. Manage large budgets, which may include external grants and funding streams, in accordance with Council policies.



11. Responsible for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Corporate Director (as specified in the context statement)

Responsibility for: Using a matrix management approach this post will:

- be expected to directly line manage designated staff in line with relevant processes and guidelines
- supervise other groups of staff within the directorate for whom the post holder has no direct line management responsibility, across a range of projects within the same general area of work
- actively promote and deliver wider training and development with key partners and externally, within the same general area of work
- manage specific projects including the co-ordination of internal and external staff and relevant resources, ensuring all budgets, targets and evaluation criteria are achieved

Level 1 post holders: line management responsibility for employees undertaking tasks in one identifiable area of work.

Level 2 post holders: line management responsibility for a group of employees undertaking tasks in the same general area of work.

In addition to the key responsibilities, as a people manager you will also:

- Lead and manage team dynamics and performance by setting clear expectations, providing regular feedback, and ensuring high-quality delivery through effective quality assurance practices.
- Create an inclusive and supportive team environment that ensures continuous learning, professional development and good wellbeing, aligning to the council plan priorities, people and culture strategy, and responsibilities set out within our people management policies and requirements.
- Lead and champion opportunities for service improvement, innovation and change by taking accountability for its successful implementation, ensuring team members are engaged, motivated, and supported throughout transitions, whilst role modelling new ways of thinking and working.

Other factors

12. Be responsible for the outcome of relationships with a wide range of internal and external contacts to ensure effective delivery/provision of the service.
13. Contacts are likely to involve partnership working and be complex and/or contentious.
14. Work within frequently changing circumstances and conflicting priorities with responsibility to change the priorities of others.



15. Highly developed communication skills in complex and contentious areas to influence decision making processes within local authority and wider stakeholders on issues.
16. Create effective frameworks, strategies, and policies for jointly commissioned services.
17. Respond flexibly to conflicting demands, reviewing and adjusting priorities as required in the context of the overall objectives and business plan.
18. Conflicting demands and tight deadlines are a feature of this post.
19. Provide advice and guidance, in a defined area to SMT and the wider team as required.
20. Maintain oversight of contemporary best practice, policy and procedures and ensure this is reflected in services and programmes as required.
21. Lead and/or provide expert contribution to working groups, including system and multiagency groups.
22. This position has a significant travel requirement. This means that there is a requirement for a vehicle (or transport deemed to be suitable by the council) to be available on most working days in order to carry out normal duties. Employees in positions with a significant travel requirement are required to provide a replacement vehicle if their usual vehicle is not available over an extended period.
23. Where the post holder works with sensitive personal data for vulnerable groups, the post holder will be expected to undergo a DBS check (if relevant, details including the DBS level will be specified on the context statement).

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. Advanced theoretical knowledge (equivalent to Masters Level and/or specialist training) in a post relevant to discipline or function	Application form
2. Evidence of continuing professional development that enhances theoretical and practical knowledge	Application form
Experience	
3. Substantial, post-relevant experience of commissioning or provider management setting	Application form
4. Direct management of a relevant functional or multidisciplinary team	Application form
5. Relevant experience in the successful management of change with demonstrable outcomes	Application form
6. Relevant experience of managing within a relevant setting eg corporate governance (as specified on the context statement)	Application form
7. Relevant experience of working effectively across organisational professional boundaries in complex organisations	Application form
8. Experience of designing and managing complex projects	Application form
9. Experience of partnership working and influencing decision making, with a range of stakeholders from different services and professions	Application form
Knowledge	
10. Highly developed knowledge in relevant field and specific domains, underpinned by theory and experience	Application form Interview Assessment
11. Sound knowledge of commissioning processes	Application form Interview Assessment
12. Operational knowledge of relevant domains	Application form Interview Assessment
Skills and abilities	
13. Management Skills, demonstrable evidence of skills in the following areas: • Project management, planning and organisational skills • Recruiting and selection • Management performance • Financial and risk management • Workforce planning • Coaching and mentoring	Interview Assessment



14. Leadership Skills, demonstrable evidence of leadership competencies in the following areas: • Vision, delivery, control and decision making • Understanding and managing context • Emotional intelligence • Relationship building • Team and people development • Tackling difficult issues • Communication	Interview Assessment
Our values	
15. Respect	Interview Assessment
16. Together	Interview Assessment
17. Accountability	Interview Assessment
18. Openness	Interview Assessment
19. Curiosity	Interview Assessment

Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
20. Membership of a relevant professional body	Application form
Knowledge	
21. Knowledge and understanding of relevant policies and their effect on outcomes	Application form Interview Assessment

Approval

Manager's job title:
Date: February 2025

