Job Description

Job title	IT Programme Manager
Reports to (title)	Head of Change
Contract/Department	Transformation
Location	Surbiton
Version	March 2024

Job purpose

Describe the overall purpose of the job in two or three sentences.

To ensure the successful management of the IT and Technology Programmes including:

- Management and operation of an effective end to end programme management process
- Management and operation of an effective resource management and modelling process
- Facilitation of the 3rd party software solutions process
- Set up and management of the programme management system
- Continuous improvement of all related processes to ensure they consistently satisfy business strategy requirements

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- To design, implement and manage the project request process
- To work in collaboration with the 'Requester' to ensure the design and establishment of project high level scope
- To facilitate the implementation of and compliance to the Gate approval process
- To enable and ensure the effective completion of the 3rd party software approval process
- To enable and ensure the effective completion of the financial investment approval process
- To work in collaboration with the 'Project Owner' to ensure the design of the detailed specification of the project and associated resource requirement
- To work in collaboration with the 'Project Owner' to ensure the design of the project plan
- To be responsible for the build of the resource and cost model for each project
- To design, implement and manage the ongoing reporting and communications process to ensure all stakeholders are fully informed of status and progress
- To ensure a seamless handover of each project to the Project Delivery Manager and to support the Project Delivery Managers in ensuring they remain on track to baseline.
- To monitor any project and/or programme deviations to highlight and mitigate any risks and to work with the Approval Board to re-set the programme baseline
- To set up and manage the Programme Management system; performing a SuperUser and associated Training service.
- To integrate with the product framework to ensure our product work related activities are planned and resourced alongside other works.
- To understand and work with Information Security to ensure that Information Security considerations are considered at design phase alongside the principles of ISO27001
- Overall resource reporting for programme
- Facilitation of work priority
- Interfacing with Technology delivery

- Consider 3rd party contractor engagement – especially for 3rd party project delivery

Client (Internal & External)

- To establish a consistently positive working relationship with all clients and end users
- To ensure an effective feedback mechanism is in place to allow clients feedback to be monitored and actions logged and closed out
- To ensure all applicable processes are designed to ensure operational excellence; with waste reduced and value add increased.
- Ensure an effective communications plan is in place and that stakeholder engagement is proactively managed.

Management

- To complete any other reasonable request instructed by management
- To be behave consistently in line with EMCOR UK's values
- To be organised and proactive at all times, ensuring that workload is prioritised and completed in line with management instruction
- Ensure an effective communications plan is in place and that stakeholder engagement is proactively managed (your team and your manager)

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

N/A

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Extensive experience within an IT Programme and/or Project Management role
- Knowledge of IT projects
- Practitioner knowledge of one or more of the following:
    - SDLC in Agile development environments
    - PRINCE2 Project Management
    - Agile Project Management
- Experience of managing projects in a change function
- Experience of Agile and Waterfall project management processes

Essential Personal Attributes:

- A passion for Technology – it's at the core of everything we do
- Strong and demonstrated ability to build lasting relationships with key stakeholders

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- Confident communication skills across a broad technology and business landscape
- Highly collaborative style and able to thrive in a team
- Experience of operating a matrix structure, in fast paced organisations
- Personable, pro-active, professional and able to demonstrate full commitment to exceptional customer care and service
- Proficient IT skills in Word, Excel, PowerPoint and MS project
- Diplomatic ability to influence others at all levels of the business
- Able to maintain and improve the policies and procedures
- An inclusive and collaborative approach to all tasks
- Conscientious with a strong sense of self-motivation
- Proactive outcome-based approach
- Highly analytical and detail oriented with an evidence-based approach to problem solving
- Strong organisational, prioritisation and planning skills
- Attention to detail and multitasking are key to this role

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

- During the course of your duties you may have access to confidential information, which must not be divulged to an unauthorised person at any time.
- This job description is not an exhaustive list of responsibilities to be undertaken by the post holder and you may be required to carry out other duties, which are felt to be reasonable and commensurate with the post

Line Manager *Signature*	
Print Name	
Date	

Job Holder *Signature*	
Print Name	
Date	

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