

Role Profile 01/03/2023

Strategic Programmes Director

Reporting to the Strategic Director, Residents Services

Grade: SMG1

Main purpose of the post:

Contribute to the development and implementation of commercial programmes and activities through robust Contract Management, lead and implement transformation programmes and plans that support the council's objectives, priorities and culture change including EDI (equality, diversity, and inclusion), Corporate Health & Safety, and Social Value.

Specific Accountabilities as Strategic Programmes Director

- 1 Determine the need for strategic organisation-level capability improvement to satisfy the strategic goals and long-term objectives of the organisation. Champion initiatives for strategic improvement.
- 2 Coordinate the identification and delivery of client responsive, cost-effective solutions to business challenges.
- 3 Oversee the council wide Changing Lives initiative which is the umbrella for our social value activities.
- 4 Maintain, manage, and mitigate directorate level risks, including overseeing the directorate risk register.

- 5 Be responsible for corporate Health & Safety, ensuring the safety of our staff and public by being compliant with our buildings and methods of working.
- 6 Provide technical commercial advice across the directorate to achieve commercial and efficiency aims and objectives.
- 7 Collaborate with senior managers and organisation transformation colleagues to develop and implement service change programmes and implement different methods that build capacity and improve service delivery.
- 8 Plan and direct strategic process improvement projects, ensuring the smooth integration of new business processes with organisational structure and culture.
- 9 Ensure that transformation programmes consider EDI and workforce development activities and communications that develop a culture of empowerment, innovation, delivery of results and lead to increased levels of staff engagement
- 10 Maximise digital and technological developments to support the organisation in taking a digital approach.
- 11 Establish monitoring protocols and manage appropriate checks on activity that deliver effective business outcomes and ensure remedial action is taken where necessary.
- 12 Oversee our Contract Management activities to ensure best practice is deployed in our ambitions commercial activities.

Specific Objectives for the Next 6-12 Months

- Define programme for Total Resident services transformation programme, define budget ~£5m per annum.
- Provide assurance and oversight for high value procurement programme.
- Provide assurance and oversight on the Digital & ICT capital programmes that have a defined budget of £27m over 5 years.
- Develop a service delivery capability within Resident Services that will provide the assurance needed for all large scale programmes
- Lead on specific projects as directed within the Customer, Culture, Compliance or technology areas.
- Lead on business planning for the Directorate and develop an assurance mechanism to ensure plans are delivered.
- Ensure our compliance and best practice for Health & Safety and Risk management.
- Define and refine our commercial agenda through robust contract management expertise.

Role Requirements

Knowledge and Skills

- Excellent background in a local government and preferably London context.
- Qualified Procurement Professional or significant experience in the field
- Manages across several specialisations and has a very clear need to work in partnership with internal and external partners to deliver the required results and outcomes
- Proven skills in managing and achieving outcomes including tracking the benefits of innovative local government schemes
- Successful financial and contract management
- Ability to lead change
- Excellent influencing skills and a track record of using them.
- Leadership and management of people including developing talented, motivated teams and enabling them to maximise their potential.
- Proven ability to be able to prepare and present controversial material to Members and the public and to be able to manage media relations effectively
- Can proactively identify and resolve complex problems individually and working effectively with other Directors and Strategic Directors

Behaviour and Attributes

- Personal credibility to provide corporate and professional leadership
- Takes accountability for own actions and holds others to account
- Has high levels of personal integrity and is able to gain the respect of colleagues, elected Members, the community, stakeholders and staff
- Uses personal credibility to foster engagement with staff to enable their contribution to service development and achieve high levels of performance
- Has a collaborative approach to developing solutions and improving services

- Is committed to own personal development and that of their directorate teams
-

Specific Requirements for the Role of Strategic Programmes Director

In addition to the skills and knowledge requirements, the Strategic Programmes Director is required to be able to demonstrate the following:

- Proven ability to identify and positively influence, persuade, negotiate with and challenge key decision makers in order to bring about successful transformation.
- Proven ability to think strategically, contribute to strategy discussions and decision making and see wider context whilst appropriately allowing for the detail.
- Proven ability to quickly build and manage strong credible stakeholder relationships and networks with members, Directors, senior managers, service managers and specialists from varying professional backgrounds, both internally and externally.
- Evidence of applying innovative and analytical approaches to solving complex and challenging problems.
- Significant experience of transformation/change management and quality improvement in a complex environment
- Experience of delivering financial, contract management and service benefits.
- Ability to analyse both strategic and operational issues and provide positive and innovative solutions and progress these.
- Leadership abilities to deliver outcomes against sometimes significant barriers or resistance.
- Research and use of best practice from elsewhere, to analyse strategic and operational issues and provide positive and innovative solutions/suggestions and to progress these through at a practical level.
- Understanding of developing commercial activities within the context of local government.
- Expert in applying techniques which help investigating, analysing, modelling and recording a business area or system of interest.
- Expert in understanding organisational structures; their mission, objectives, strategies and tactics adopted by organisations; measures of performance such as critical success factors and key performance indicators; organisational cultures and cultural dimensions.

- Expert in establishing relationships, contributing to an open culture and maintaining contacts with people from a variety of backgrounds and disciplines. Effective, approachable and sensitive communicator in different communities and cultures. Ability to adapt style and approach to meet the needs of different audiences.

Objective and Target Setting

As part of Lambeth's performance management arrangements, outcome based objectives and targets which will be both corporate and service specific will be developed and agreed either 6-monthly or annually. These will supplement the content of this role profile.

This role profile will subject to regular review and the council reserves the right to vary the accountabilities in accordance with operational and strategy need.