

# Job Description and Person Specification

Project Manager – Families First  
Programme

A Lambeth to be proud of



**Job Title: Project Manager (Families First Programme)**

**Department: Children's Families, & Education**

**Division: Children's Social Care**

**Business Unit: Families First**

**Grade: PO7**

**Reports to: Families First Lead**

**Responsible for: N/A**

## **Context**

To lead and coordinate the successful delivery of multiple cross-cutting projects within the Families First Programme, ensuring strong governance, timely milestones, effective risk management, and high-quality reporting to senior leadership and partnership boards. The role is business-critical to early intervention, demand reduction, and programme assurance.

## **Job Purpose**

### **Key Accountabilities**

1. Lead end-to-end project planning and delivery across FFP workstreams—scope, plan, execute, monitor, and close.
2. Maintain programme governance and documentation (delivery plans, RAID logs, change controls, benefits registers) to corporate standards.
3. Coordinate dependencies across Early Help, Children's Social Care, Education, Public Health, ICT, Finance, and external partners.
4. Produce high-quality highlight reports and papers for governance forums (FFP Board, DLT, Corporate Panels).
5. Identify, track, and realise benefits; ensure benefits profiles remain auditable and current.
6. Proactively manage risks/issues and escalate through agreed routes, ensuring mitigating actions are followed through.
7. Facilitate project workshops, stand-ups, task-and-finish groups, and stakeholder engagement activities.
8. Ensure compliance with corporate project management frameworks, procurement rules, and information governance.
9. Support financial oversight (phasing, forecasts, cost approvals) in collaboration with Finance.
10. Embed equality, diversity, and inclusion considerations in project scoping and delivery.
11. Maintain audit-ready records; prepare for internal/external assurance and inspection (e.g., Ofsted readiness).
12. Provide professional challenge and coaching to workstream leads; deputise for the Programme Lead where required.

### **Key Working Relationships**

13. Internal: Programme Lead, Workstream Leads, Performance & Improvement service, ICT, HR, Finance, Legal, Comms, and operational managers.
14. External: Schools, Health partners, VCS organisations, commissioned services, and residents (where appropriate).

### **Measures of Success (non-KPI)**

15. Projects delivered to agreed time, cost, scope, and quality.
16. Risks/issues actively managed with documented mitigations.
17. Clear, timely governance reporting enabling informed decisions.
18. Evidenced benefits and improved outcomes for families.

## PERSON SPECIFICATION

<p>It is essential that you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			<b>Shortlisting Criteria</b>
<b><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></b>			
<b>Key Knowledge</b>	K1	Project/programme methodologies (e.g., PRINCE2, Agile, MSP, APM concepts).	
	K2	Corporate governance, procurement basics, information governance, and audit requirements	✓A
	K3	Awareness of early-help/demand management principles.	
	K4	Competent in MS Office, project tools (e.g., MS Project/Planner), and collaboration platforms (e.g., Teams/SharePoint).	
	K5	Understanding of equality, diversity, and inclusion and ability to embed it in delivery.	
<b>Relevant Experience</b>	E1	Managing complex multi-agency projects/programmes within local government or public sector.	✓A
	E2	Delivering to formal governance with documented plans, RAID, benefits tracking, and reports.	✓A
	E3	Engaging senior leaders and partners; facilitating workshops and collaborative delivery.	✓A
	E4	Working in or alongside Children's Services/Early Help or comparable multi-agency settings (desirable).	
	E5	Strong planning, coordination, and prioritisation skills; able to manage multiple workstreams concurrently.	
	E6	Excellent written and verbal communication; produces clear, concise reports and papers for senior audiences	
	E7	Stakeholder management and negotiation; able to influence and secure buy in.	
	E8	Structured problem solving; risk and issue management; benefits realisation.	
<b>Qualification</b>	Q1	Relevant project/programme management qualification (e.g., PRINCE2 Practitioner, APM PMQ, Agile certification) or equivalent experience.	✓A

<p><b>Core Values and Behaviours</b></p>		<p><b>Equity</b></p> <ul style="list-style-type: none"> <li>• Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter.</li> <li>• Ensure fairness and justice is at the heart of my decision making and support to my team and others.</li> <li>• Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do.</li> <li>• Develop others and ensure we work as <b>one team for Lambeth</b>, encouraging everyone to play their part</li> <li>• Take positive action to ensure <b>everyone</b> in my team has opportunities to <b>learn and grow</b> at work</li> <li>• Encourage everyone to <b>be themselves</b> at work and value who they are</li> <li>• I am inclusive and actively <b>celebrate diversity</b>, recognising everyone in my team as individuals.</li> </ul>	
		<p><b>Kindness</b></p> <ul style="list-style-type: none"> <li>• Treat each member of my team with <b>respect and dignity</b> just as I would want for myself.</li> <li>• <b>Encourage</b> each member of my team to do their very best work and am available to them to provide support and guidance.</li> <li>• Personalise my support to each team members and look out for them, lending a hand wherever I can</li> <li>• Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together</li> <li>• Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard</li> <li>• Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.</li> <li>• Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.</li> <li>• Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.</li> </ul>	
		<p><b>Accountability</b></p> <ul style="list-style-type: none"> <li>• I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way</li> <li>• I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that</li> </ul>	

		<p>they have clear plans and performance objectives.</p> <ul style="list-style-type: none"> <li>• I ensure my team plan ahead, getting the basics right and take swift action when problems arise</li> <li>• I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others.</li> <li>• I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track.</li> <li>• I share my learning, knowledge and skills with others through coaching and mentoring and encourage others to do the same.</li> <li>• I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do.</li> <li>• I encourage my team to learn and grow and ask questions to find the information they need to do their jobs</li> </ul>	
		<p><b>Ambition</b></p> <ul style="list-style-type: none"> <li>• Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do.</li> <li>• Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.</li> <li>• Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together</li> <li>• Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes</li> <li>• I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.</li> <li>• Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.</li> <li>• Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.</li> </ul>	