



JOB DESCRIPTION

CAMPAIGN TYPE:	Concurrent		
JOB TITLE:	NEP Programme Manager		
PAYBAND:	A1		
PAY RANGE:	£63,716 - £75,953		
TEAM:	Strategic Estates		
SECTION:	Northern Estate Programme		
REPORTS TO:	Programme Director, Northern Estate Programme		
NUMBER OF POSTS:	1	Hours (p/w):	Full Time 36
CONTRACT TYPE/DURATION:	Fixed Term for 18 months, with the possibility of extension or permanency		
ISSUE DATE			
03/10/2018			
CLOSING DATE FOR APPLICATIONS			
19/02/2019 at 12:00pm			

BACKGROUND AND CONTEXT OF THE ROLE

Maintaining a thriving parliamentary democracy requires the contribution of a dedicated, politically impartial and diverse workforce (currently circa 2,500 in the House of Commons alone), one that takes great pride in supporting the democratic process.

The Strategic Estates team takes great pride in looking after and improving the buildings of Parliament itself, as custodians of the Estate. While we are part of the House of Commons service, we provide services to the House of Lords as well. We operate on a working World Heritage site which attracts visitors from all over the globe, in a challenging stakeholder environment where conservation and the need to innovate and build for the future coincide. The Northern Estate Programme (NEP) has been established to manage the comprehensive refurbishment of a number of significant historic buildings on the Parliamentary Estate. This includes the redevelopment of numerous buildings to provide decant accommodation for the House of Commons whilst the Palace of Westminster is undergoing work which is part of the Restoration and Renewal Programme.

The NEP is managed by a dynamic and growing team which is headed up by the Programme Director and overseen by the Programme Board. The Programme itself is fast-moving and therefore we are looking to appoint an experienced Programme Manager who will be able to make a positive impact quickly following appointment. The NEP has a high public profile and significant interdependencies with other major Programmes on the Parliamentary Estate. It carries some substantial risks that will require robust management and has a growing commercial impact as it proceeds through the RIBA design phases (currently at Stage 2) and towards construction.

JOB SUMMARY AND OBJECTIVES

- The programme is being designed and delivered by two teams and contractors within the overall NEP team. There is coordination at the programme and masterplan level, and this role's primary focus is to ensure that coherence is maintained and continually strengthened.
- The Programme Manager will be responsible for developing and maintaining the Programme environment to support each individual workstream and project within it. They will work to maintain focus, enthusiasm, momentum and co-ordinate a portfolio of workstreams and projects to all deliver the overall programme strategic aims.
- The Programme Manager is responsible for the successful delivery and coordination of the whole of the overarching programme, coordinating the programme's workstreams/projects and managing their inter-dependencies.
- The Programme Manager will also directly manage leads on cross-cutting themes such as sustainability, site logistics and building information management (BIM).
- The post-holder will liaise across the groups to manage and drive the portfolio of workstreams and projects, meeting with stakeholders to engage and focus on positive perception throughout the projects. They will have primary responsibility for planning, monitoring and reporting the work of the Programme as a whole. This includes ensuring the flow of relevant information to the Programme Board and other key stakeholders.
- They will have an important management role, focusing on monitoring the progress of projects through the Senior Project Leaders, whilst allowing Senior Project Leaders ownership of their projects. The post-holder will also be responsible for managing multi-million-pound budgets over multiple financial years.
- As the Programmes moves into mobilisation phase and delivery, the post-holder will have full accountability to the Programme Director for monitoring the progress and highlighting any risks within the different programmes, coordinating the progress of the various programmes where required.
- It is a requirement for the post-holder to have a range of skills and experience working with various stakeholders, high level influencing skills, political impartiality and sensitivity. The Programme Manager will need to have an oversight of multiple programmes, connect any learning across programmes, identify any interdependencies and influence senior leaders in a collaborative and constructive manner.

KEY ACCOUNTABILITIES

- Actively monitor the programme's progress and development towards successful outcomes.
- The post-holder has full responsibility for the planning, monitoring, coordinating and reporting of all the work being carried out across the programme, ensuring the Programme Director is kept up to date on each project and the programme as a whole.
- Ensuring that coordination is effective at masterplan level, across the project teams and design teams
- Ensuring that cross-cutting themes are addressed coherently and effectively across the projects
- Effectively controlling the issues, risks, dependencies and changes in scope associated with large, complex programmes, ensuring timely intervention and communication to stakeholders.

KEY RESPONSIBILITIES

Planning and organising

- Proactively monitors the overall progress of the total programme and that of its component workstreams/projects, resolving issues and initiating corrective action as appropriate.
- Monitors from a bigger picture perspective, linking the multiple projects and evaluating the progress of each and as a whole programme and considers any wider impacts of the individual projects or combination of projects to the success of the whole programme.
- Reports progress and ensures the flow of other relevant information on the Programme and its component workstreams/projects, to the Programme Director, SRO, Programme Board and other key governance bodies in order to ascertain and monitor progress towards achieving strategic objectives.
- Maintains awareness of the effective contingency plans Senior Project Leaders have in place, being able to report reassurance to the Programme Director, SRO, Programme Board and other key

governance bodies that each workstream/project has the highest chance of successfully meeting strategic objectives.

Decision making and strategic focus

- Managing the Programme's overall budget on behalf of the Programme Director, forecasting and monitoring spend; and liaising with the Commercial Manager and Director to ensure compliance with the accounting standards of both Houses of Parliament.
- Taking responsibility for making best use of resources to ensure value for money.
- Directly responsible and accountable to the Programme Director for the strategic oversight of the overall programme, keeping abreast of each workstream and project to ensure alignment with strategic goals.
- Proactively challenging underlying assumptions to make sure information is accurate and analyses that information to identify any current problems or possible problems in the future and puts plans in place to mitigate these.
- Using experience and knowledge of each workstream and project to proactively avoid issues or to implement improvements across all workstreams and projects.

Stakeholder management and customer focus

- This role has numerous varying stakeholders and groups with whom they need to interact, liaise and update on a regular basis. The role requires building strong collaborative partnerships to achieve organisational goals. Key external stakeholders may include the Treasury and the NAO.
- Stakeholder management internally is critical too and the Programme Manager will need to build close working partnerships with;
 - The Programme Director, Programme SRO and other members of the NEP Programme Board;
 - The NEP Programme team;
 - The Northern Estates and Archives Accommodation Programme Managers and teams;
 - The MD of Strategic Estates and the Strategic Estates Portfolio Director;
 - The Parliamentary Procurement and Commercial Services team
 - The Head of PMO
 - The Senior Project Leaders
- Represents the Programme Director as required and deals directly with particular stakeholders as part of the overall stakeholder engagement plan of the programme team. Facilitates effective relationship building with these key stakeholders as well as making useful connections with other individuals across the organisation and promoting joint working to meet shared goals.

Managing and leading

- Deputising for the Programme Director and membership of the programme and project boards, as required.
- Creating with the Programme Director a safe, responsive, open and professional working environment in which staff are equipped, motivated and empowered to deliver objectives and achieve results through effective team working, development, communication, feedback and recognition.
- Developing and maintaining the programme environment to support each individual workstream/project within it.
- Responsible for setting and managing SMART objectives, encouraging learning and day-to-day management of the team. Ensure the Individual Performance Reviews are carried out for staff in the team. Researching and developing new ways of working and managing continuous improvement within the team.
- Effective and constructive membership of the Programme Team, contributing to the strategic direction of the directorate, working collaboratively to achieve the organisational vision.
- Seeking opportunities to contribute to the work and reputation of Parliament, acting to preserve the integrity of Parliament for future generations.
- Monitoring multiple workstreams/projects to deliver a successful overall programme, checking

alignment to strategic aims whilst also ensuring full responsibility and autonomy sits with the Senior Project Leaders and Commercial Directors.

- Bringing challenge and innovation to bear, so as to enhance the delivery of the programme, balancing time, cost and scope.

Resource management

- This role line will manage about half a dozen staff at this stage of the programme, and the number of reports may increase as the programme progresses.

QUALIFICATIONS AND EXPERIENCE

Essential

- Advanced or Practitioner Level in programme or project management disciplines such as MSP, PRINCE2 or Agile; degree in project or programme management or an equivalent level qualification / methodology.
- Exceptional understanding and application of Programme and Project Management competencies including stakeholder management, scope, schedule, costs, quality, communications, risk, procurement, and integration.
- Proven experience of working collaboratively with senior stakeholders, being customer/client focused whilst delivering time and quality critical objectives.
- Proven experience of working on large, complex construction Programmes or Projects.
- Proven effective leadership, coordination, motivation, negotiation and dispute resolution skills.
- Exceptional ability to manage relationships whilst maintaining trusted relationship with team and peers.

Desirable

- Membership of a relevant professional body- e.g. RICS, APD, CIOB, RIBA, CIBSE.
- Experience of working with RIBA stages or other construction-related project disciplines.
- Understanding of the work of Parliament, including the significance of heritage, buildings and other facilities.

REQUIRED SKILLS AND EXPERIENCE	APPLICATION FORM	TEST/ EXERCISE	INTERVIEW
Criterion 1 – Functional knowledge and skills <ul style="list-style-type: none"> - Experience of senior role in delivering complex and multi-million-pound construction or estates programmes, spanning multiple locations and years, to meet business objectives within a structured environment. - Acts as a role model in their area of expertise i.e. programme management processes; setting high standards for themselves and others. Consistently shares their knowledge internally and externally, delivering in an accessible manner to non-specialists. Uses their expertise to interpret and diagnose issues, applying appropriate resolutions. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Criterion 2 – Procurement and Analytical skills <ul style="list-style-type: none"> - Familiarity with public sector procurement and budgeting practices, as they apply to programmes and projects. - Strong ability to apply analytical skills and conceptual thinking to both short term and long-term operations. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Criterion 3 – Communicating <ul style="list-style-type: none"> - Communicates with multiple and differing audiences, explaining complex verbal and written information in a way that is understandable and meaningful to the specific receiver, checking clear understanding to avoid misinterpretation of information. - Conveys important messages and key decisions clearly and in a timely manner to the specific audiences which need insight. Is able to use subtle persuasion to guide senior leaders, avoiding taking an authoritative or directive approach. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Criterion 4 – Influencing and Persuading <p>Influences and responds to the behaviours of a variety of senior stakeholders with varying views in a sensitive political environment to achieve important objectives, without damaging relationships. Anticipates various views and objections and handles them effectively acknowledging the issues and discussing fair compromises or actions which should be taken for the benefit of the programme. Discusses the required steps logically, explaining how the proposed action will lead to the successful fulfilment of the programme aims.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Criterion 5 – Managing and Leading <p>Creates an environment where employees are motivated to achieve results and where placing blame is avoided and individuals are encouraged to learn from mistakes. Uses this learning and developing mentality to improve departmental capability as well as contributing to the development of talent and succession plans in order to retain talent. Coaches others and takes timely action when there are performance issues.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Criterion 6 – Working with People <ul style="list-style-type: none"> - Actively promotes effective working relationships with stakeholders and colleagues within a complex management structure to meet shared goals. Builds useful connections between individuals and teams in order to share knowledge, information and resources where appropriate. - Ability to influence and build productive relationships with internal and external key programme stakeholders including senior project leaders, commercial directors, programme director and the programme board. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Criterion 7 – Diversity and Inclusion <ul style="list-style-type: none"> - Promotes a culture of diversity and inclusivity, actively seeking a diverse range of perspectives and showing respect for all views. - Promotes a culture which rewards diverse thinking and develops relationships at all levels and across all levels which treat all individuals, at all times, with dignity, courtesy and respect. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

ADDITIONAL INFORMATION

Location

This post will be located on the Parliamentary Estate, Westminster, London

Security

Successful candidates will be required to complete pre-employment checks. This includes security vetting to Counter Terrorist Check (CTC) level unless otherwise specified. All successful candidates are required to pass these checks before an offer can be confirmed.

Applicants should be aware that if they have resided outside of the UK for a total of more than three of the last five years they are not usually eligible for vetting (but we assess each case individually).

Hours

Net conditioned full-time working hours for staff of the House are usually 36 per week. This excludes daily meal breaks of one hour. The exact daily times of attendance will need to be agreed with relevant line manager. Consideration will be given to candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work.

Application and selection process

We will conduct a sift-based on the criteria set out in the skills and experience section, and successful candidates will be invited to attend a competency-based interview.

For further information, candidates should refer to these websites – House of Commons careers at www.careers-houseofcommons.org and the UK Parliament at www.parliament.uk.

You can contact the Recruitment team at Recruitment@parliament.uk or by telephone on 020 7219 6011.

