

## Job description

### Programme Manager

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| Reports to:         | Chief Finance and Operations Officer  |
| Based at:           | Coeliac UK Head Office, High Wycombe  |
| Salary grade table: | Specialist (SP3), c.£42k  |
| Hours:              | 35 hours per week   |
| Holiday:            | 36 days a year including Bank Holidays  |
| Line management:    | None  |
| The role:           | This position sits within the Finance and Operations team, with a remit to provide effective Programme and Project management across the Charity. |

### Key responsibilities

- Leading and managing the successful delivery of complex projects/programmes across the Charity
- Building strong, professional relationships with line managers - working closely with the Chief Financial and Operations Officer
- Managing and delivering specific change initiatives
- Ensuring all stakeholder needs are clearly captured, understood, and effectively built into all aspects of project/programme delivery
- Defining, measuring and communicating updates of programme & project performance to key stakeholders
- Managing the Charity's IT support contracts, and working with contractors to ensure the IT infrastructure is robust and meets the evolving needs of the organisation
- Monitoring and evaluating changes in technology and making recommendations for systems improvements and/or cost savings
- Maintaining accurate project records
- Producing formal reports and documents which clearly set out complex issues to assist decision-making
- Supporting the general activities of the Finance & Operations Department as required

## **Knowledge, skills and experience**

- At least 5 years' experience as a project professional
- Experience and a working understanding of leading and delivering projects through others in a charity or services environment
- Good general IT skills, especially MS Office with more detailed knowledge of project programming and scheduling software, e.g. MS Project
- A motivated individual with initiative and a structured approach to work who has good organisational skills
- Excellent written and verbal communication skills and able to articulate and communicate effectively at all levels
- Experienced in chairing meetings and taking accurate notes of decisions, actions and commitments
- Experience of leading projects involving data migration and system integration
- Strong attention to detail
- Excellent inter-personal skills
- Educated to degree level
- Project management qualification (e.g. Prince II or equivalent) desirable
- Able to work under pressure and meet challenging deadlines
- Outstanding organisational, analytical and time management skills and ability to create effective processes and procedures
- Ability to multi-task, work well under pressure and use own initiative
- A team player

## Competencies

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| <b>1: General profile</b>   |
| Monitors, co-ordinates and supervises the daily activities of staff in an assigned work area in similar or related disciplines  |
| Experienced. Fully competent in own area. Shares own expertise with others; provides guidance and support to others   |
| Maintains orderly work processes by co-ordinating work flow and work quality. Adheres to established practices and procedures in work area                                      |
| Builds an environment that supports cooperation and cohesiveness among the direct work team and within other areas in the organisation  |
| <b>2: Technical expertise; building &amp; maintaining</b>   |
| Demonstrates depth/breadth of knowledge/skills in own area; may be acquiring knowledge of other disciplines/areas   |
| <b>2: Technical expertise; applying &amp; anticipating</b>  |
| Applies knowledge/skill through handling complex problems and/or managing work which may extend beyond own area of expertise; shares expertise with teams and other work groups |
| <b>3: Client/organisation orientation; client response</b>  |
| Understands client needs and identifies solutions to non-standard tasks/queries; actively seeks and closes opportunities  |
| <b>3: Client/organisation orientation; organisation understanding</b>   |
| Decisions impact primarily on own work group/team; may have an impact on department objectives  |
| <b>3: Client/organisation orientation client response; costs</b>  |
| Manages departmental costs  |
| <b>4: Creating &amp; delivering solutions; problem solving</b>  |
| Resolves problems through immediate actions or short-term planning and sets priorities to ensure task completion  |
| <b>4: Creating &amp; delivering solutions; planning &amp; organising</b>  |
| Maintains orderly work processes by co-ordinating work flow and work quality. Adheres to established practices and procedures in work area                                      |
| <b>5: Working relationship; communicating, negotiating &amp; influencing</b>  |
| Builds an environment that supports cooperation and cohesiveness among the work team and with other areas within the organisation   |
| <b>5: Working relationship; teamwork, coaching &amp; guiding</b>  |
| Oversees the day-to-day activities of work group/team; accountable for work group/team results  |
| <b>5: Working relationship; networking</b>  |
| Creates extensive networks internally and externally  |

This job description is not intended to be an exhaustive list of duties to be performed by the employee. This job description may be altered to reflect the needs of the charity.