

Job Description



Job title:	Programme Delivery Manager
Department:	Data Digital Technology Transformation (DDTT) Programme
Reporting to:	Programme Director Data Digital Technology Transformation (DDTT)
Salary:	£62,500 per annum
Hours:	35 per week
Location:	Flexible location with willingness to travel to London
Contract type:	Fixed term contract for 2 years

Aim and influence

- Help us to maximise the potential of data, digital and technology to end homelessness by planning, guiding and coordinating the successful delivery of multiple workstreams and projects targeted at making this vision a reality
- Design a collaborative, agile and robust delivery approach that enables the wider programme delivery team to deliver consistent, high-quality and impactful work with confidence and at pace
- Work with the programme delivery team to proactively monitor workstreams and projects. Respond to issues and insights appropriately and ensure that progress is regularly communicated.
- Support the Programme Director to conduct a digital maturity assessment, and manage the ongoing monitoring of this

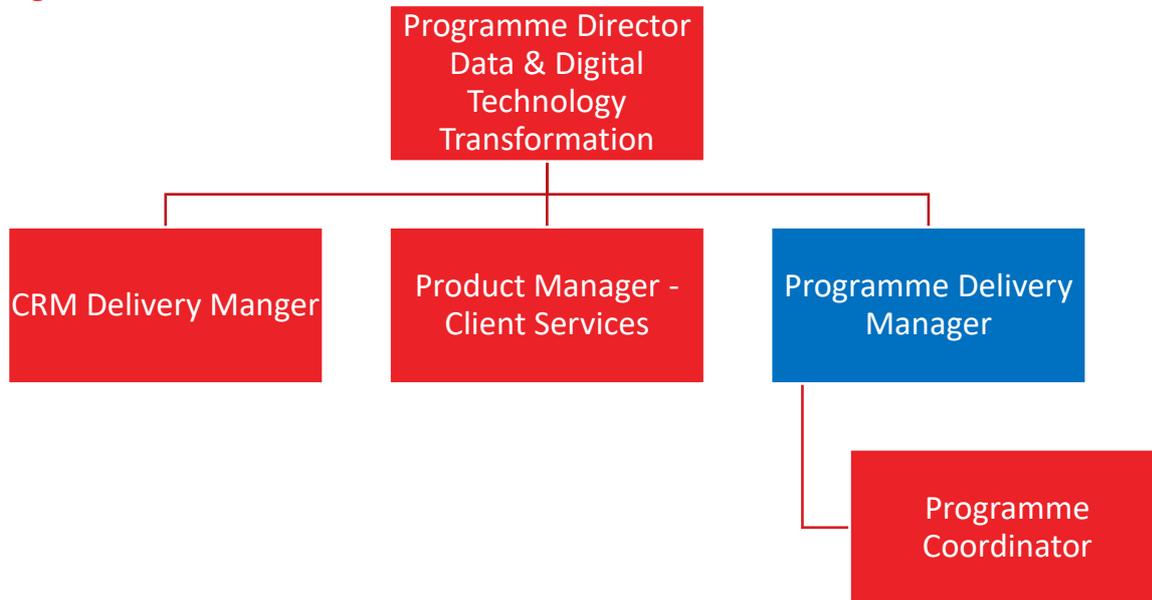
Line management

- Line management of programme coordinator



**Together
we will end
homelessness**

Organisational chart



Please note structure is subject to change

Job responsibilities

- Work with the Programme Director and with transformation and delivery leads to consolidate and develop our approach to prioritising, delivering and monitoring the programme's work - developing the appropriate rituals, toolkits and other resources required to support this
- Ensure that the programme is a demonstrator for current digital project and delivery approaches and practice
- Inspire and motivate the wider programme delivery team to operate as a community coming together around shared outcomes
- Take responsibility for the day-to-day running of the programme's Board and other key governance and operational teams as required
- Work with the Programme Director and Sponsor to ensure that clear measures for the programme (and the ability to report on them) are in place, along with transparent reporting mechanisms for the programme's projects and workstreams
- Ensure that programme projects and workstreams have appropriate objectives and focus, and help to balance the way that we use our people and resources over time, and as priorities and understanding changes
- Take direct responsibility for elements of programme delivery as required
- Effectively manage the dependencies and interfaces between programme projects and workstreams

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- Support transformation and delivery leads to remove blockers and manage risks in their work
- Manage a complex stakeholder landscape and ensure that stakeholders are engaged effectively to support understanding, buy in and a smooth path for programme delivery and change
- Work with the Communications & Change Manager to support the design, development, and delivery of programme communications as required
- Track the programme's budget day-to-day on behalf of the Programme Director, monitoring expenditure and costs against delivered and realised benefits as the programme progresses
- Recruit and line manage co-ordination support for the programme

General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop an understanding of homelessness and Crisis' aims
- Follow Crisis policies and procedures, including health and safety
- Carry out other reasonable duties that may be required

Person Specification

Essential

- 1 Experience of delivering large-scale, multi-year, complex transformation programmes
- 2 In-depth knowledge of current practice in digital project and programme delivery
- 3 Demonstrable experience of collaborating with others to execute on a shared vision, ensuring co-ordination and alignment across projects, programmes and departments
- 4 Coaching and influencing skills to help build capability in effective programme and project management
- 5 Evidence of excellent communication and stakeholder management skills in practice ideally in a complex environment and in the context of managing change
- 6 Exceptional organisation and prioritisation skills, and an eye for detail
- 7 Experience of running senior-level boards and meetings, sourcing and collecting required information and data from a variety of sources and creating high-quality, compelling reports
- 8 Experience in conducting simple pieces of research and analysis using existing templates and frameworks
- 9 Commitment to Crisis' purpose and values including equality and social inclusion

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Desirable

10 Relevant programme and project management qualifications

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

If you are interested in this role and are a Crisis member please initially speak to your Coach or Lead Worker at Crisis who will support you. If not please see below:

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section. A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.