**Manchester City Council**

**Role Profile**

**Programme Planner, Grade 8**

**Manchester Local Care Organisation**

**Report to: Programme Manager**

**Job Family: Project & Programme Management**

**Manchester Local Care Organisation**

Manchester Local Care Organisation (MLCO) has been established by partner organisations (Manchester City Council, Manchester University NHS Foundation Trust, Greater Manchester Mental Health Service NHS Trust and Manchester Primary Care Partnership) to integrate, plan and manage community health and social care across the City.

By working better together, we are bringing community health and social care services together in our 12 neighbourhoods to form integrated Neighbourhoods Teams (INTs). Our INTs will drive our collaborative approach, developing partnerships and building on existing community assets to facilitate improved delivery specific to each neighbourhood. We will be able to provide improved care closer to home and to support the people of Manchester to live healthier, more independent and fulfilling lives and be part of a thriving and supportive community. Your role is deployed into MLCO by your employer: Manchester City Council.

**Key Role Descriptors**

This role will manage and oversee the effective execution of the core functions of a Programme Planner and will provide advice and support to programme and project managers leading to the successful delivery of all programme and project elements, to an agreed project plan.

The role holder will provide support which ensures that change is planned effectively and also contribute on a wider scale to achieving the change aspirations of MLCO.

The role holder will be responsible for the development and implementation of programme and project plans, processes, procedures, tools and standards and will provide detailed advice and guidance to programme and project teams.

The role holder will develop highlight reporting approaches to provide clear status reports for the senior management team. This will involve tracking and reporting programme and project progress and performance, and facilitation of meetings, workshops and documentation.

The role holder will promote compliance with best practice and ensure the continuous improvement of project planning management.

**Key Role Accountabilities**

Provide multiple programmes and projects with support to produce comprehensive, integrated project plans and other documentation to enable the project to be managed against a clear set of defined deliverables and milestones.

Provide programmes and projects with guidance on successfully managing the delivery of projects on time, to budget and to the right quality, using standard project management methodology.

Ensure programmes and projects maintain control of their project scope through the management and communication of an effective change control process.

Develop and maintain effective relationships with Programme Managers, Project Managers and other key stakeholders across the organisation.

Facilitate the successful management of risks through effective analysis, mitigation and contingency planning. Ensure that programmes and projects develop and manage their risk and issue logs.

Provide progress reporting guidance which enables programme and project managers to prepare for project reviews and provide accurate status updates on project progress, risks and issues. This will include the facilitating the establishment of key project performance measures and metrics and ensuring they are monitored.

Provide support and challenge for the successful delivery of all programmes and projects through the setting of programme milestones and performance measures, executing quality assurance reviews, quality review meetings and provide approval of documentation and stage boundaries.

Support portfolio management by providing a cross programme view on interdependencies, risk, change and quality management through the provision of regular management reports and participation in portfolio/programme/project management meetings.

Develop and maintain the MLCO project management methodology including document templates, identifying project phases, reporting and planning information for successful project delivery.

Continuously improve the PMO through the development of processes, procedures, tools and standards to support best practice programme/project management methodology and delivery.

Personal commitment to continuous self development and service improvement

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role portfolio**

Manchester Local Care Organisation (MLCO) is a partnership organisation established 1st April 2018 to provide and manage integrated community health and social care across the city of Manchester.

MLCO’s vision is ‘Leading local care, improving lives in Manchester, with you’. We want to support people to live healthy, independent, fulfilling lives and be part of a thriving and supportive community. We want people to have fair and equitable access to health and social care services, receiving effective, safe, compassionate care, closer to their homes.

To provide care closer to home, MLCO operates across three localities in Manchester – the North locality, South locality and Central locality. Within each locality there are four Integrated Neighbourhood Teams. City-wide services continue to be provided for specialist adult services and children’s services. Your role is deployed into MLCO by your employer: Manchester City Council.

There are a range of transformation programmes and projects within the LCO focussed on how we can make the most of our shared resources to transform how integrated health and care services are accessed and delivered.

Programme and project management roles play a vital role in delivering transformation in the LCO. Transformation capacity is located within two teams: the Local Care Organisation’s Project Management Office (PMO) and the Adults Social Care Better Outcomes, Better Lives Programme Team. Both teams work collaboratively across the LCOs Transformation Portfolio using use a common LCO project methodology and approach to change management.

The Programme Planner role will sit in the PMO structure, but will work across the entire LCO transformation portfolio, working closely with colleagues across health and social care.

The role holder will be highly organised with excellent project planning skills, including the ability to apply tools and approaches related to planning, risk management, dependency management, benefits management and change control. This will require coordinating and managing interdependencies across project and programmes of work, enabled by strong partnership working and relationship building.

The role holder will also support project and programme leads by collating and, where required, presenting on milestones, risks, benefits and interdependencies, to a variety of governance forums, thereby contributing the delivery of the LCOs transformation portfolio.

**Key Competencies and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**General Skills**

**Communication Skills:** Well-developed influencing and persuasive skills and ability to offer a persuasive argument both with internal and external stakeholders in order to achieve key project milestones whilst retaining a positive attitude. Proven ability in managing relationships with project stakeholders at all levels of seniority through effective communication.

**Analytical Skills:** Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources. Ability to take a large quantity of data from numerous sources and analyse into trends and results.

**Planning and Organising:** Sets clearly defined objectives and plans activities well in advance and takes account of risks and changing circumstances; identifies and organises resources and manages time effectively monitoring performance against milestones and deadlines.

**Problem Solving and Decision Making:** Strong decision making skills with the ability to analyse risks and resolve complex issues in a pressurised environment.

**Strategic Thinking:** Understands adjustments to strategy and helps others to adjust plans accordingly

**Project Management:** Ability to develop detailed project schedules including the ability to develop and monitor project progress through the use of GANTT charts and other effective mechanisms. Ability to identify, assess and manage risks to the success of the project. Experience of working on projects within a project environment and to a structured project methodology.

**Financial Management:** Ability to handle numbers confidently, collate information and keep accurate and reliable records to help with the monitoring and reviewing of financial resources.

**ICT Skills:** Ability to use multiple applications, systems and associated software packages.

**Technical Requirements (Role Specific)**

Proven experience of successfully supporting a range of projects within a programme or portfolio, covering the application of tools and approaches related to planning, risk management, dependency management, benefits management and change control.

Proven understanding and application of a structured project methodology, either through formal training and subsequent use, or work-based experience.

Experience of health and/or social care sectors is desirable, but not strictly necessary.