



## JOB DESCRIPTION

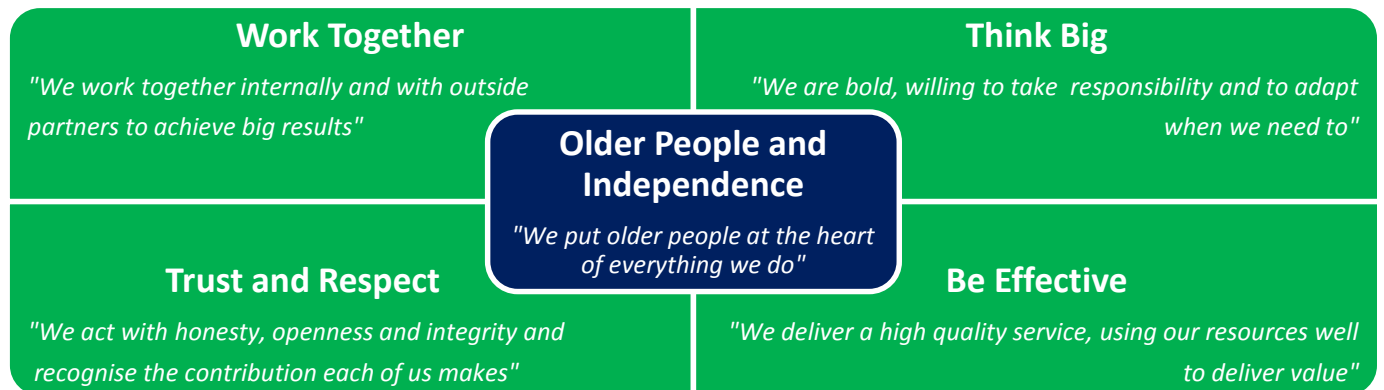
<b>Job Title:</b>	➤ <b>Programme Manager - Innovation</b>
<b>Department:</b>	➤ <b>Innovation</b>
<b>Salary Band:</b>	➤ <b>Circa £45k</b>
<b>Reporting to:</b>	➤ <b>Innovation Lead</b>
<b>Direct Reports:</b>	➤ <b>TBC</b>
<b>Location:</b>	➤ <b>Head Office: 18 Avonmore Road, London, W14 8RR</b>

### About us

Independent Age is a charity founded over 150 years ago to provide older people and their families with clear, free and impartial advice on the issues which matter to them. In 2015 we began an ambitious 5 year programme to greatly increase the impact of Independent Age by significantly expanding our services and campaigning activities. By 2020 we aim to:

- ✓ Have increased our support for the most vulnerable and in need by tenfold
- ✓ Distribute our resources to over one million people annually
- ✓ Respond to over 100,000 enquires each year
- ✓ Double the number of regular visits and calls to lonely older people
- ✓ Increase our influence on government

### Our values



### Job Purpose

To facilitate the effective agile development and delivery of innovative public facing services. This will necessitate applying programme management methodologies and reporting processes and working with colleagues in Innovation and in the Services Directorate and external stakeholders to successfully create, develop and deliver a portfolio of projects. This is a new role that will lead programmes of innovation and support service development activity.

## **Main Duties**

The main duties are as follows:

- Programme Definition and Delivery. Accountable for the agile design, delivery, testing and refinement of one or more new innovation and service development programmes to support Independent Age's strategic priorities. Ensuring programmes are clearly defined, that testing and refinement occurs as rapidly as possible, and that agreed outcomes for service users are delivered within time, cost and quality constraints.
- Programme Management. Day to day management and leadership of a work programme. At this level this involves designing the programme structure, organising a portfolio of projects and securing resources and deploying these effectively, providing effective project delivery and management controls; and securing buy in throughout the business.
- People Management. Recruit and lead service delivery staff within the new programme(s), building effective teams and a high performance, learning culture. This will require operational management and engaging all staff in rapid learning cycles to test and improve the programme.
- Stakeholder Management. The Programme Manager will identify, develop new collaborative stakeholder relationships, managing these relationships and building consensus across a diverse range of internal and external stakeholders. This will necessitate successfully managing engagement and communications to ensure buy-in, bringing in senior level support when required.
- Risk Management and compliance. Identify, monitor and proactively manage project risks and issues taking tangible action to ensure strategic and operational risks and issues are identified, prioritised, assessed, and appropriate mitigating actions are developed, implemented and monitored. Ensure compliance with legal, contractual and partnership agreements.
- Programme Performance, Controls and Assurance. Develop and maintain the project plans supporting delivery of the work programme, identifying and setting appropriate project controls, managing performance, celebrating successes and reporting progress to sponsors and other appropriate audiences translating the project vision into delivery objectives. Commissioning, defining and managing appropriate external evaluation.
- Programme reporting. Hold an over-arching view of the portfolio of Directorate projects, with responsibility for producing a reporting dashboard and regular reporting to the Directorate Managers and through the Programme Manager for Resources, to SMT, disseminating learning as required.
- Business case development and monitoring. Write internal business cases, external funding applications and/or business plans for new programmes and monitor programme delivery against the business case.

## **Other Duties**

- *Support the Innovation Lead to build Independent Age’s capacity to manage multiple innovation programmes.*
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- Observe a code of conduct consistent with the values of the Charity to facilitate an environment of employee well-being & engagement.
- Support the work of colleagues across the organisation including supporting strategic goals and other cross directorate objectives required.
- To observe and comply with all Independent Age Policies, including the key policies and procedures on Confidentiality, Data Protection, Health and Safety, Safeguarding and Information Technology Policies and Procedures.
- To undertake specific safety responsibilities relevant to individual roles.
- Other responsibilities appropriate to an appointment at this level.
- This role may require additional travel and overnight stays.

**Competencies**

<p><b><i>Customer centric</i></b></p> <p>Ensures that the highest possible quality of service is provided to the older person.</p>	<p><b><i>Horizon scanning</i></b></p> <p>Constantly remains abreast of developments which impact on the organisation and takes appropriate action to act on change.</p>
<p><b><i>Collaborative</i></b></p> <p>Works with others to share ideas, knowledge and best practice to achieve the best possible outcomes for older people.</p>	<p><b><i>Leading others</i></b></p> <p>Proactively takes action to enhance the capability, morale and performance of the team by influencing individuals.</p>
<p><b><i>Ingenious</i></b></p> <p>Able to look beyond the obvious to generate the best possible outcome for the older person and the organisation.</p>	<p><b><i>Creativity and innovation</i></b></p> <p>Fosters and encourages an environment which supports creativity and innovation in all aspects of performance.</p>
<p><b><i>Trustworthiness and ethics</i></b></p> <p>Displays interpersonal skills and personal values which are in line with the organisation’s Values.</p>	<p><b><i>Inspiring others</i></b></p> <p>Inspires and motivates others to achieve high levels of performance.</p>
<p><b><i>Driven to deliver</i></b></p> <p>Displays an inner drive to deliver the best possible outcomes and a determination to succeed and overcome obstacles.</p>	<p><b><i>Results focused</i></b></p> <p>Constantly seeking new opportunities, proactively takes action to ensure required results are delivered.</p>

***Job descriptions cannot be exhaustive and so the post-holder may be required to undertake other duties which are broadly in line with the above key responsibilities.***

***Independent Age is committed to equality of opportunity and of eliminating discrimination. All employees are expected to adhere to the principles set out in its Equal Opportunities Policy and all other relevant guidance/practice frameworks.***

Criteria	Requirements	Essential (E) Desirable (D)	Evidence Source: Application (A) Interview (I)
Education & Qualifications	<ul style="list-style-type: none"> <li>Educated to Degree level or equivalent experience.</li> <li>Qualification in Project or Programme Management.</li> </ul>	<p><b>E</b></p> <p><b>D</b></p>	<p><b>A</b></p> <p><b>A</b></p>
	Experience & Knowledge	<ul style="list-style-type: none"> <li>Experience of running services for the public and developing brand new projects and scaling up the delivery of large projects.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Extensive programme or complex project management experience and a proven track record of delivering objectives for complex or high risk projects within agreed time, cost and quality constraints.</li> </ul>		<b>E</b>	<b>A/I</b>
<ul style="list-style-type: none"> <li>Expert knowledge of project management tools and methodologies, and proven ability of designing projects and working through ambiguity to meet the requirements of the project according to its point in the lifecycle.</li> </ul>		<b>E</b>	<b>A/I</b>
<ul style="list-style-type: none"> <li>Credibility with experience of engaging, negotiating and influencing others in a positive manner with the confidence to manage differing views in order to achieve change and improvement.</li> </ul>		<b>E</b>	<b>A/I</b>
<ul style="list-style-type: none"> <li>Experience of advising on, and implementing and operating within project governance structures.</li> </ul>		<b>E</b>	<b>A/I</b>
<ul style="list-style-type: none"> <li>Experience in managing small to large, highly complex projects; with track record of running concurrent projects within a programme.</li> </ul>		<b>E</b>	<b>A/I</b>
<ul style="list-style-type: none"> <li>Demonstrable experience of making significant judgements involving highly complex facts or situations requiring analysis and interpretation from a range of options.</li> </ul>		<b>E</b>	<b>A/I</b>

	<ul style="list-style-type: none"> <li>• Practical experience in actively managing project risks and issues, able to make decisions, collaborating to develop a risk management strategy.</li> <li>• Experience of programme/ project budget setting, holding a delegated budget prior to handover to operational teams.</li> <li>• Knowledge and understanding of continuous improvement process and methodologies.</li> <li>• Experience of working sensitively but effectively with professional staff and volunteers in a diverse environment.</li> <li>• Practical experience of involving service users in the design, development and adaptation of services.</li> <li>• Experience of service projects / delivery that improves older people’s wellbeing.</li> <li>• Experience of working within a local commissioning environment and managing multiple financial income streams.</li> <li>• Experience of developing and monitoring internal business cases and/or business plans including financial modelling.</li> <li>• Experience of successfully delivering transformation outcomes, and cultural change, with an ability to understand project objectives, the wider strategic organisational context.</li> </ul>	<p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>D</b></p> <p><b>D</b></p> <p><b>D</b></p> <p><b>D</b></p>	<p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to work with Business Owner/Sponsor and others as needed, to define project objectives, working through uncertainty and ambiguity to develop the project scope and deliverables as well as other criteria such as timeline, resources, budget, and completion criteria.</li> </ul>	<p><b>E</b></p> <p><b>E</b></p>	<p><b>A/I</b></p> <p><b>A/I</b></p>

	<ul style="list-style-type: none"> <li>• Ability to recognise and take business development opportunities, working with business owners, product owners, and other stakeholders to proactively grow programmes of work.</li> <li>• Information technology skills - demonstrates proficiency in Microsoft Office applications and project management software, such as Excel, PowerPoint, Project.</li> <li>• Excellent interpersonal &amp; people management, communication (written and verbal), influencing, negotiation and facilitation skills.</li> <li>• Pragmatic and solutions-focused.</li> <li>• Excellent personal organisation skills including attention to detail and multitasking.</li> <li>• A strong relationship builder with a proven ability to influence, consult, coach, educate and advise at all levels.</li> <li>• An ability to reprioritise and remain calm under pressure.</li> <li>• Understanding of the voluntary and public sector.</li> </ul>	<p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>D</b></p>	<p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p>
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