



LONDON BOROUGH OF MERTON
COMMUNITY & HOUSING DEPARTMENT
JOB DESCRIPTION

POST TITLE	Programme Business Manager
Grade:	MGA
DIVISION/SECTION:	Community & Housing
LOCATION:	Civic Centre
RESPONSIBLE TO:	Programme Director/Director of Community & Housing
RESPONSIBLE FOR:	as required, programme resources
POST NUMBER:	
Date	August 2018

1. MAIN PURPOSE

1. To provide programme business management of the department's strategic and business resources to support the department in the delivery of the TOM implementation programme of work.
2. To be a member of the TOM Implementation Programme Board and provide strategic financial information for Board members, directors and heads of service.
3. To lead on establishing the programme benefits and lead on monitoring the realisation of programme benefits, reporting regularly to the board and identifying mitigation plans for non-delivery.

4. To advise the Programme Board on financial issues, planning, development and allocation of revenue and capital budgets within the programme scope.

2. MAIN DUTIES AND RESPONSIBILITIES

Managerial

1. Support collective responsibility for the performance of the programme in delivering against agreed objectives and target outcomes within available allocated resources.
2. To develop and improve systems to support effective and efficient service delivery, using management information to monitor, manage and improve services within the scope of the programme.
3. To provide effective management for all aspects of support to the programme including finance, administration and facilities.
4. To understand the effects and implications of government policies, legislation and directives and develop effective strategies for current initiatives and long-term trends and developments.
5. To build commercial models and understand the financial and wider impact of new services, including the ability assess sensitivities and dependencies.
6. To work with workstream SROs to ensure an appropriate level of resource and capability exists in order to meet demands.
7. To keep abreast of developments in the commercial and business management of service delivery, both in local government and in other sectors, and make proposals to ensure that the programme operates in accordance with good business practice.
12. To have lead responsibility for the collection of, analysis and distribution of information within the programme.

Personnel

1. To ensure effective workforce planning, performance management and development of staff in key project areas, to ensure that services are provided in line with the TOM, business plans and key performance indicators.
2. In conjunction with Heads of Service and service managers, formulate internal procedures as to the ongoing needs of the service through the implementation of change.
3. Identify staff development and training needs with regard to budget management and provide relevant staff training.
4. To lead and co-ordinate the efficiency, effectiveness and continuous improvement of administrative and financial systems and processes to support programme priorities and compliance with Merton policies and procedures.

Finance

1. To lead and manage the financial planning processes for the TOM Implementation Programme, ensuring that appropriate targets are set, monitored and measured.
2. To prepare and present monthly financial monitoring information for the TOM Implementation Programme Board
3. To be responsible for the provision and analysis of management information for strategic recommendations such as staffing plans for the deployment of staff and other areas of individual work streams and projects.
4. To ensure that the directorate keeps accurate financial and administrative systems in accordance with the authority's financial regulations; ensuring that accurate financial records are maintained and reported to the Heads of Service on a regular basis.
5. To prepare financial appraisals for projects and the development of long term initiatives.
6. To seek opportunities for increasing resources for the department by securing and managing external funding

Other duties

1. To provide a visible commitment to sustainability and continuous improvement across the programme
2. To be familiar with and act in accordance with the local and council policy in respect of Confidentiality, Health & Safety, Code of Conduct, Customer Care and Equalities and Diversity.
3. To undertake such other duties as may be required by, or on behalf of the Programme Lead, provided they fall within the range and scope of the duties of the post as set out in the proceeding paragraphs and are commensurate with the grade of the post.
4. Work proactively within the programme to drive further service delivery change and to assist management in findings ways to improve customer focus, efficiency and cost effectiveness.
5. To ensure that all support staff are aware that they have a duty to safeguard and promote the welfare of vulnerable adults. This will be achieved through:
 - a. Ensuring that they are familiar and compliant with Care and Safeguarding Adults at Risk procedures/Policies
 - b. Participating in mandatory training and supervision
 - c. Ensuring compliance with the code of conduct

PERSON SPECIFICATION

Education and Qualifications

- Recognised Professional Accountancy Qualification
or
- Equivalent senior management and accounting experience
- Minimum of 3 year's experience in financial management

Knowledge

- A working knowledge of Adult Social Care
- Detailed knowledge and understanding of public sector funding
- Strategic awareness of issues relating to management of performance and development in a complex organisation
- Understanding and application of business and financial principles, viewing business issues in terms of costs, income generation and added value
- Knowledge of computerised financial information systems, word and spread sheet applications (and other standard software).
- Knowledge of issues that may arise within a large, complex organisation.
- Knowledge of financing and funding opportunities.
- Knowledge of financial issues in the local authority services.
- Experience of managing a range of functions effectively

Skills

- Highly developed planning and organisational skills
- Ability to develop practical and creative solutions to the management of service issues.
- Ability to use initiative and organise work
- Ability to interpret legislations and regulations
- Ability to meet and manage competing deadlines
- Evidence of the application of advanced analytical skills
- Ability to establish positive relationships with colleagues that generates mutual confidence and respect.

Relevant Experience

- Substantial experience in a large, complex organisation.
- Experience in coaching, mentoring and developing staff. Experience of leading or playing a lead role in significant projects.