



Programme Manager

Level:	Head of Service
Section:	Business Intelligence and Change
Responsible for:	Project Delivery Team

About the Job

- Plan, identify and manage our 'Business Foundations Programme across which includes a range of digital, data and compliance projects in accordance with agreed project management principles to deliver service improvements, efficiencies and improved customer experience.
- Co-ordinate and direct cross-functional project teams, to ensure all projects are integrated and aligned to strategic priorities.

You'll be trusted to

- Lead the planning, execution, and delivery of complex programmes involving data, IT systems and regulatory compliance.
- Develop and maintain programme documentation including business cases, RAID logs, benefits registers and highlight reports.
- Manage interdependencies across projects and programmes, ensuring effective resource allocation and risk mitigation.
- Deliver innovation and change and be able to quickly produce compelling proposals/business cases for identified projects.
- Manage, monitor and report on the overall programme budget.
- Work with senior leaders and colleagues to champion change and cultural transformation, advising on efficiency and improvement initiatives.
- Identify early warning signs of things going wrong and provide a decisive response to significant delivery challenges.
- Monitor programme performance against KPIs and success measures, ensuring benefits realisation.
- Ensure relevant stakeholders are regularly updated on progress, producing key formal documents to enable decision making and ensuring that any concerns are escalated at an early stage.
- Ensure compliance with internal governance frameworks and external standards e.g. GDPR, cyber security, housing regulations.
- Facilitate programme boards and contribute to Portfolio Group governance.

- Able to develop long term strategic relationships with users, partners, industry leaders and external partners
- Undertake any other duties commensurate with the overall purpose of the job and grade.

Who you'll work with:

Internal: All Vico Homes colleagues

External: Housing Associations, Central Government and relevant Partners and Suppliers at all levels

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:



The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A qualification at Level 6 of the Framework for Higher Education Qualification, such as a First Degree, Award, Certificate or Diploma at level 6 or equivalent.	✓		AF / CQ
Professional certification in Programme or Portfolio management, e.g. MSP, MoP.	✓		AF / CQ
Significant and demonstrable experience of managing complex programmes, working to time, budget and quality.	✓		AF / I
Strong understanding of data governance, IT transformation and compliance frameworks.	✓		AF / I
Able to demonstrate a very high level of presentation skills and the ability to communicate confidently with colleagues and partners at a senior level.	✓		AF / I
Experience of Agile project methodologies, and the ability and confidence to try new things / 'fail fast'.	✓		AF / I
Proven ability to maintain effective performance in difficult and challenging circumstances.	✓		AF / I
Experienced in developing business cases to improve the quality of service with involvement from a diverse range of staff, stakeholders or delivery partners.	✓		AF / I
Able to analyse and evaluate data from various sources in order to make considered decisions in line with policies and procedures.	✓		AF / I
Able to solve complex problems, and champion a can-do attitude.	✓		AF / I
Able to make difficult decisions by pragmatically weighing the complexities involved against the need to act.	✓		AF / I
Keeps own knowledge and skill set current and evolving through personal development.	✓		AF / I
Able to work collaboratively across boundaries to ensure that strategic outcomes are maximised within the resources available.	✓		AF / I
Able to give clear, honest feedback and support teams to succeed.	✓		AF / I
Takes ownership and drives delivery with assurance and pragmatism.	✓		AF / I

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Able to promote the work of the business and play an active part in supporting the Vico Homes values and culture, challenging unacceptable behaviour.	✓		AF / I
A relevant project management qualification.		✓	AF / CQ
Has knowledge of the issues facing Housing and their impact on service delivery.		✓	AF / I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification