Job Description – Programme Manager

Department	Change
Grade	13
Reporting to	CMO Manager
Direct reports (yes or no)	Yes
WTW Code	ACD018 P4 13

Job Purpose

The Programme Manager will be accountable for:

- Lead the planning, implementation, and tracking of a strategic programme and specified deliverables in addition to planning, execution, and delivery of multiple strategic projects, including a significant database migration
- Aligning the programme with the organization's strategic objectives, ensuring that the scope and direction of each project within the programme are on schedule and on budget.
- Manages a portfolio of resources spread across various projects; coordinating efforts between different project teams and ensuring resource allocation aligns with the programme's strategic objectives.

Key accountabilities

Programme Management

- Drive transformation across key and core programme activities expertly, to achieve alignment to organisational strategy and objectives
- Identify, assess, and manage risks across all projects within the programme, manage interdependencies between workstreams – initiate remedial actions where required, drive decision-making and remove obstacles to progress. This includes developing contingency plans and taking proactive steps to mitigate potential issues. The Programme Manager is responsible for ensuring that any problems that arise are promptly addressed and resolved.
- Ensure that all project deliverables meet quality standards and comply with relevant regulations and guidelines
- Support the development and implementation of any Request for Proposal (RFP) to transform the organization's technological infrastructure.

Key accountabilities

- Implement innovative solutions and best practices to improve operational processes.

- Establish and maintain overarching programme/project structure, governance, reporting and control – including regular progress reports to the insurance industry.

- Create suitable plans and manage progress against them – considering time, cost and quality constraints.

- Deliver and co-ordinate work (own work or supervised work) on time and to the required level of quality.

- Close projects and ensure successful transition into Business As Usual operations.

Stakeholder Management

- Establish and maintain tight linkages with business sponsors and stakeholders – at all levels from Director downwards.

- Manage relationships with key MIB stakeholders and functions – e.g. CIO, CMO Manager.

- Manage relationships with any key external providers – e.g. of technology solutions.

Benefit realisation

- Lead on setting the scope for and owning the delivery of workstreams that are complex or not clearly defined. Ensure optimisation of return-on-investment.

- Carry out any required fact-finding, data-gathering or investigation to ensure that delivery options are fully explored and the consequences/benefits of each action are well understood – on customers and the commercial position. Drive activity to ensure that benefits continue to meet business needs.

- Adapt standard project methodologies and apply experience in order to address complex business issues.

Leadership & Team Management

- Leading and managing a team of project managers and other staff who are part of the programme. This includes resource allocation, performance evaluation, and professional development of team members. The Programme Manager is responsible for ensuring effective collaboration within the team and resolving any conflicts or challenges that arise

- Provide direction, constructive feedback, coaching and mentoring to team members.

- As required, provide performance feedback to the line managers of team members.

Communication

- Maintaining clear and consistent communication with all stakeholders involved in the programme, including senior management, project teams, clients, and vendors. This role requires strong interpersonal skills to effectively manage expectations, negotiate project terms, and ensure stakeholder satisfaction.

- Communicate clearly and concisely, present complex issues in an easy-to-understand way.

Role requirements

- Interpersonal skills and strength of character to operate effectively at all levels of the MIB and its Client Companies, handling objections and negotiating a way forward – with a demonstrable record of resoluteness and issue management.

- Strong communications skills and gravitas – the role-holder will be expected to communicate clearly, assertively and professionally within the project teams and within the business at the highest levels. Experience of workshop facilitation would be useful.

- High levels of personal drive, commitment and motivation, tenacity and proactivity – both independently and within small teams.

- Demonstrates a low tolerance for mediocrity. Requires and produces deliverables at the appropriate level of quality.

- Demonstrable leadership qualities – able to motivate, influence and challenge a wide range of stakeholders. Comfortable with ambiguity and leading others through a changing project landscape with shifting priorities, while maintaining laser focus on priorities.

- Strong relationship management skills – seen as a key and trusted team member.

- Demonstrable experience of successfully managing large projects, applying relevant methodologies.

- Experience of complex Project Delivery and business Change Management are essential.

- Evidence of delivering complex technology solutions and managing 3rd-party suppliers are essential.

- Insurance industry experience would be useful.

Desirable

- Professional project/ change management qualifications.