

<b>Job title:</b> Programme Manager	<b>Team:</b> Operations
<b>Reports to:</b> Operations Director	<b>Location:</b> Field Based
<p><b>Job purpose:</b> The Bloom Programme Manager is responsible for leading and managing the setting up and delivery of Blooms internal transformation programmes spanning all areas of the business. With a primary focus on technology enabled change, the Programme Manager will play a key role in the development and roll out of Blooms future technology roadmap programme and portfolio of related transformational projects.</p>	
<p><b>Key accountabilities:</b></p> <ul style="list-style-type: none"> <li>• Day to day management of the Bloom transformation programme, taking the programme from its inception through to delivery and into a Business as Usual. Responsibilities include: <ul style="list-style-type: none"> <li>○ Programme definition, planning, and design</li> <li>○ Documentation and management of the blueprint</li> <li>○ Acting as the day-to-day representative of the programme SRO</li> <li>○ Monitoring of progress v plans to ensure deliverables are achieved on time.</li> <li>○ Developing and implementing the programmes governance framework</li> <li>○ Effective coordination of related projects, their interdependencies</li> <li>○ Risk and issue management</li> <li>○ Management of the PMO function</li> <li>○ Ensuring continued programme relevance and consistency with overall strategic goals of the business.</li> <li>○ Programme budget management including expenditures and costs. Ensuring programme is delivered within budget.</li> <li>○ Programme resource management and allocation</li> </ul> </li> </ul>	<p><b>Skills, know-how and experience:</b></p> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Demonstrable background of successfully managing the delivery of transformation change within an organisation from inception to business as usual.</li> <li>• Experience of working to both waterfall and SCRUM / Agile methodologies.</li> <li>• Experience of managing significant budgets and resource planning and allocation procedures.</li> <li>• Excellent knowledge of techniques for planning, monitoring and controlling programme deliverables.</li> <li>• Demonstrable background of managing complex programmes which require a high level of risk and issue management.</li> <li>• Significant experience of successfully leading, coaching, motivating, and developing teams to deliver.</li> <li>• Excellent interpersonal and leadership skills and the ability to engage, collaborate and influence at all levels and establish credibility with peers and senior leaders.</li> <li>• Experience of organisational development and leading through change management.</li> </ul>

<ul style="list-style-type: none"> <li>○ Stakeholder mapping, engagement, and management</li> <li>○ Management of 3<sup>rd</sup> party delivery partners</li> <li>○ Progress reporting and escalation to the programme board and SRO</li> <li>○ Managing and delivering benefits realisation to targets</li> <li>○ Recruitment of roles where required.</li> <li>○ Ensure outputs of the programme meet quality expectations and criteria</li> </ul>	<ul style="list-style-type: none"> <li>● Experience of dealing with a wide range of different stakeholders and stakeholder group. being able to tailor approach and adapt for the relevant audience.</li> <li>● Behaviours that are displayed in line with our Company values and always strives to deliver an outstanding customer experience.</li> <li>● Excellent commercial awareness, business acumen, analytical and numerate skills</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>● Experience in dealing with a large public sector customer base.</li> <li>● Experience of working on programmes which develop cloud-based solutions focussed on automation and use of data.</li> </ul> <hr/> <p><b>Technical / professional qualifications:</b></p> <ul style="list-style-type: none"> <li>● Practitioner in Prince 2 or other equivalent Project Management methodology.</li> <li>● Practitioner in MSP or other equivalent Programme Management methodology</li> <li>● Degree or equivalent level of higher education qualification</li> </ul>
<p><b>Key performance indicators: (max. 5)</b></p> <ul style="list-style-type: none"> <li>● Time</li> <li>● Cost and Benefits</li> <li>● Quality</li> </ul>	<p><b>Direct reports:</b></p> <ul style="list-style-type: none"> <li>● PMO x 1</li> </ul>