

JOB DESCRIPTION

Job Title: Programme and Business cases Manager

Grade: SG9

Department: Estates & Facilities

Responsible to: Associate Director of Capital Projects

Responsible for: Projects coordinator/Projects Administrator

Key Contacts: Executive Director of Estates and Facilities, University Executive Stakeholders, Contracted Service Providers, Senior project managers, Relevant sector networks such as Historic England, Foundation, the local planning authority and Royal Borough of Greenwich, Estates & Facilities staff as well as associates (One university governance group, Students' Union, FOOs)

Standard Occupational Classification (SoC code): TBC

Non-Contractual Nature of Role Profile: This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

PURPOSE OF ROLE

As part of the Estates and Facilities Delivery Team, the Capital Projects Programme and Business case manager will be responsible for the programme creation, coordination and support across the individual client project leads/senior project managers for all project related activities and strategic capital maintenance projects. Ensuring a holistic oversight and governance of established and contracted outsourced and general support for the Estates & Facilities service at all times. The Programme and Business case manager will manage the delivery of the business case programme ensuring that business cases are on time and at the required quality. Maintain clear relationship with the central strategic programme office ensuring all reports and presentation are ready for key meetings/governance (Finance committee, business case committee, MCPG and capital board/others). Programme and Business case manager is to lead the Programme Coordinator to support across the capital programme the individual client project leads for all project related activities, process, and structure to achieve the strategic coordination of capital and maintenance projects. Ensuring a holistic oversight and governance of established and contracted outsourced and general support for the Estates & Facilities service at all times.

KEY ACCOUNTABILITIES DUTIES AND RESPONSIBILITIES

- To assist the Associate Director of Capital Projects and the Deputy and Executive Director of Estates with short, medium and long-term strategic objectives and priorities; providing relevant background data as appropriate to support the decision-making process.
- To manage the programme coordinator to ensure that the programme is always updated.
- Manage the project administration resource for all projects utilising internal and external (where required) resources.
- To work alongside colleagues to implement the aims and objectives of Estates and Facilities Directorate.
- Compile data and information for reports, annual reports and presentations.
- Manage the Programme by ensuring that all project managers are aware of key milestones and maintaining up to date information.
- Monitor deadlines and liaise with team members to ensure target dates are met.
- Establish and maintain an up-to-date programme of project works for the Estates and Facilities Directorate.
- Manage the delivery of project management quality standards by championing standardised delivery processes, to include establishing gateway reviews and relative governance, document management, timely dashboard reporting, cyclical project health checks, monitoring procurement activities, monitoring risk and overseeing budgets, to enable the Estates and Facilities Directorate to develop a professionalised and consistent approach to project management.
- Work closely with the Marketing and Communications team regarding the content for the University of Greenwich website and the dissemination of information relating to Capital Projects.
- Manage and review activity associated with the Estates and Facilities Directorate, acting as a focus point for all process enhancement, including cascading information to the wider university community, ensuring the process meets best practice.
- Oversee the portfolio of short, medium and long-term strategic objectives, priorities and initiatives, by liaising with key Faculty and Directorate stakeholders to identify specific improvement opportunities to enhance the student experience and operational efficiency.
- Maintain clear relationship with the central strategic programme office, ensuring all reports and presentation are ready for key meetings/governance (Finance committee, business case committee, MCPG and capital board).
- Ensure that resource and staffing needs are proactively met by contributing to the work of the team on an as and when needs basis.

- Responsible for maintaining a holistic approach thus allowing a consistent programme oversight ensuring all project delivery aligns with overarching strategic goals.
- Maintain an excellent working knowledge of policies and procedures.
- Attend and contribute to Steering Groups, including gathering agenda items, distributing paperwork, contributing to meetings, and ensuring that agreed actions are carried out by the relevant staff.
- Advise on possible alternative methods to achieve the best results.
- Provide support and cover for other team members as and when required.

Team Specific:

- Build expert knowledge and best practice, to deliver a customer focused approach to stakeholder management thus ensuring regular client engagement is always undertaken.
- Support the delivery of an effective and professional project management service through sharing knowledge and providing support to team members as required.
- Ensure stakeholder management and project input are in place including internal stakeholders, external designers, planning authorities, building regulations, Information Technology Systems, Safety Office, other Estates and Facilities colleagues in accordance with agreed standards and procedures.
- Responsible for collecting and executing information of the overall programme management.
- Ensure the maintenance of documentation and records in accordance with quality standards and agreed repositories are kept up to date.
- Facilitate process workshops that involve eliciting process requirements from key stakeholders, analysing the working process to identify gaps and issues requiring resolution.
- Ensure that realistic project and quality plans are prepared and maintained and track all activities against the plan, providing regular and accurate reports to stakeholders, as appropriate.
- Operate within the agreed corporate methodologies in relation to service process analysis and project management.
- Develop and manage an Estates and Facilities programme of works ensuring project management standards are adhered to and championing the continuous improvement in project management excellence.

Generic:

- Liaise with external agencies and organisations, as appropriate, on the university's behalf.
- To foster relationships and contact networks amongst peers across the sector.
- Actively monitor performance of consultants and contractors to meet the University's requirements and provide recommendations/reports on action required to ensure university interests are protected.

Managing Self:

- Show initiative by contributing to the development of office processes.
- The ability to use own initiative and work under pressure.
- To contribute to the motivation and wellbeing of the team.
- Willingness to develop professionally.

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation.
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

- Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.
- The post holder will have access to a range of sensitive and key University systems, it is therefore essential that they demonstrate a high level of professional integrity and discretion.
- Any other duties as appropriate to the post and grade.
- A willingness to travel, network and promote the University of Greenwich.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that the service is delivered to the required standard.

KEY PERFORMANCE INDICATORS:

- To produce high quality work delivered to agreed timescales.

KEY RELATIONSHIPS (Internal & External):

- Executive Director of Estates and Facilities and Deputy
- University Executive Stakeholders
- Contracted Service Providers
- Relevant sector networks such as Historic England, Foundation, the local planning authority, and Royal Borough of Greenwich
- Estates & Facilities staff as well as associates (One university governance group, Students' Union, FOOs)

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- A proven track record in Programme and Business case management of large infrastructural projects and contracts, including the construction and renovation of buildings.
- Demonstrable experience of managing capital budgets.
- A demonstrable ability to manage multiple projects and programmes at the same time with successful outcomes.
- Experience of developing business cases, feasibility, options appraisal and strategic briefs.
- An understanding of the legal, procurement and financial aspects of major property projects and transactions, property issues and landlord/tenant relationships.
- Extensive experience of delivery and achievement at a senior management level, meeting strategic goals on time and within budget.
- Experience of developing and delivering business cases.

Desirable Criteria

- Worked in a large complex and customer focused organisation and been able to build strong relationships across the organisation.
- The preparation, implementation and management of framework agreements.
- Experience of business process redesign, introducing and managing change, and experience of successful commercial and employee relations negotiation.
- Significant experience of managing risk and implementing systems to ensure its mitigation.

SKILLS:

Essential Criteria

- Demonstrable leadership and management skills, able to manage both in-house staff and external consultants and contractors, covering professional, technical and administrative roles.
- An ability to implement high-level strategic plans, prioritise objectives and contribute effectively to such plans.
- Possession of a clear understanding of sustainability issues in the HE sector and strong interpersonal, organisational and leadership skills and a proven track record in motivating and developing staff.
- Significant experience of working with professional consultants and advisers and other external stakeholders.

- An ability to build strong working relationships with senior staff and to be a key team player and command respect from a wide range of senior level stakeholders both within and outside the organisation.
- A strong commitment to customer service in a complex organisation.
- A widely based understanding of resource management, including personnel, premises, residential accommodation, building services and recreational amenities.

Desirable Criteria

- Excellent interpersonal skills, demonstrating negotiation, advocacy and communication strengths.
- An up-to-date knowledge of current construction trends and legislation.
- An attitude that is open and honest and be able to embrace and lead a “no surprises culture”.

QUALIFICATIONS:**Essential Criteria**

- A good first degree or similar level qualification in a property or related field.
- Membership of a relevant professional body.

Desirable Criteria

- A relevant postgraduate qualification in construction/project management or similar discipline.
- Post related CPD/on-going training

PERSONAL ATTRIBUTES:**Essential Criteria**

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.

Desirable Criteria

- N/A