

Job title:	Transformation Programme Manager
Job ref:	HFL1424
Hours:	Full time (Part-time will be considered)
Salary band:	Band 6 (£50,000-£55,000 FTE)
Contract:	Permanent
Reports to:	Director Operations and Technology
Team:	Operations and Technology function - Transformation team
Location:	Hybrid working with 2 days per week (or more if necessary for the delivery of the projects) in our Head Office in Stevenage, Hertfordshire.

Our company

Herts for Learning (HfL) is an award-winning provider of products and services to schools and educational settings within and outside Hertfordshire. We believe that every young person, through access to a great education, should be able to realise their potential, regardless of where they live or their circumstances.

We focus on supporting the schools we work with to achieve successful long-term outcomes for their children. HfL is majority owned by Hertfordshire schools and operates with a social enterprise ethos.

Job context

This is an exciting time in HfL and for the newly formed Operations and Technology team. We have recently completed a major strategic review, the outcome of which sees a renewed focus on delivering excellence in Hertfordshire, whilst at the same time building a national offer for our most differentiated and unique services. A new executive team has been put in place to lead the implementation of this strategy which will allow us to extend the breadth of our services to many more schools and settings. The Transformation Programme Manager will play a critical strategic role in the overall portfolio, programme and project delivery within HfL.

Purpose of the job

To deliver the next phase of this strategic and critical programme successfully we are looking for an experienced Transformation Programme Manager. You will be

responsible for the overall portfolio, programme and project delivery within HfL as well as delivering the value add from the change programme. You will effectively drive the programme's projects and manage inter-dependencies including overseeing of any risks and issues arising. You will also coordinate the new capability for the business to enable effective change and the realisation of projected benefits.

You will be crucial in creating and maintaining focus, enthusiasm and momentum within the organisation. You are also responsible for the overall integrity and coherence of the programme. You will develop and maintain the programme environment to support each individual project within it - often through an effective programme management office.

Main areas of responsibility

- **Programme Delivery:** Responsible for overall portfolio, programme and project delivery within HfL. Provide centre-of-excellence programme and project delivery methodologies, processes and tools
- **Team Leadership:** Lead and manage the Transformation Team
- **Project Pipeline Prioritisation:** Work with business areas to prioritise strategic initiatives and ensure they are delivered successfully, providing regular updates on pipeline to the Programme Management Team
- **Planning, Scheduling and Resourcing:** Develop and maintain the portfolio team delivery plan, including ad-hoc commissions, while effectively managing resources
- **Governance and Reporting:** Establish clear governance framework and reporting regime aligned to strategic KPIs. Coordinate reporting from projects and overall performance at portfolio level for review. Producing regular, innovative reports to communicate with different levels of stakeholders
- **Risk and Opportunity Management:** Identify and monitor portfolio risks (threats and opportunities), planning and implementing responses to them and responding to other issues, which impact the portfolio
- **Stakeholder Management:** Map stakeholder interest and influence to determine priorities for engagement and communication. Communicate regularly and obtain input on issues such as means of communication. Engage in debate challenging assumptions to resolve issues and differences between stakeholders. Engage with projects and programmes, business partners, senior leaders and functions and drive continuous improvement
- **Best Practice Sharing:** Provide organisation-wide best practice approaches in areas such as project governance, resourcing, risk management and planning. Provide training when and if needed
- **Mentoring and Coaching:** Provide oversight of key projects ensuring consistency of approach, providing leadership and guidance to delivery teams across the organisation
- **Committee Servicing:** Operate the Transformation Steering Committee and board level sub-group meetings

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time become necessary, particularly in light of the current Covid-19 situation.

Person specification

Please provide a supporting statement outlining why you are applying and how you meet the criteria below,

Knowledge

- You have demonstrable knowledge of delivering complex transformation programmes (preferably with digital elements)
- Agile project or programme management qualifications, or equivalent (highly desirable)

Experience of

- Experience growing a programme to scale, preferably in the education, social enterprise or not-for-profit sectors
- Proven experience of initiating and driving change, distinguishing what to preserve and what to change
- Demonstrable experience of effectively managing, motivating and developing a team
- Highly proficient in developing and delivering strategic plans, with proven impact on the effectiveness, efficiency or growth of the organisation
- Experience in building positive relationships with a range of senior stakeholders, and in successfully managing and resolving conflict
- Significant experience in effectively managing multiple areas of work, including technology, and in identifying and piloting new areas of work
- Experience in the use of a CRM system for tracking communications and income, and to create reports (desirable)

Skills and abilities

- You are a strategic thinker with the ability to take a broad view of the business, industry, and environment to anticipate and plan for future
- You have strong leadership capability; able to develop talent and capabilities, identifying and cultivating essential skills and attributes to maximise individual contribution and engagement
- You are a completer-finisher, possessing a demonstrable ability to plan and prioritise own workload
- You build connections and collaborative relationships across functions based on trust and respect. You promote the inclusion of diverse knowledge, skills, and experiences to achieve results
- You have the courage to initiate and lead the changes that drive success
- You proactively seek out information and clarity needed to enable strong decision making for the business
- You are able to identify the focus and defines where to play, how to win and what capabilities and management systems are required

Equal Opportunities

HfL is committed to being an equal opportunities employer. We insist on the equal treatment of all current and prospective colleagues and will never condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

HfL is also equally committed to becoming an anti-racist organisation and we encourage you to view our [Black Lives Matter statement](#) which gives clarity on our anti-racist stance. In our relentless efforts to be an anti-racist organisation, we recognise the negative impacts of under representation and lack of diversity in our organisation, our education system and in all aspects of our society. Therefore, for recruitment into any HfL post, where we have 2 or more candidates of equal merit, candidates with protected characteristics will be given advantage over candidates without such characteristics. This is sometimes referred to as a 'tie-breaker' and is referred to as 'positive action' in the Equality Act 2010.

To help us meet our high standards and aspirations of a fully diverse and inclusive workplace, we strongly encourage suitably qualified applicants from all backgrounds to apply and to join us.

Please note that if you are invited to interview, we will expect you to be prepared to discuss unconscious bias with us; we find these conversations more than any others give us all a good idea of what working together will be like.

Disclosure and Barring Service

This post may be subject to full pre-employment checks and is exempt from the Rehabilitation of Offenders Act 1974. Please note that additional information referring to the Disclosure and Barring Service is in the guidance notes to the application form. If you are invited to an interview you will receive more information.

Health and safety

It will be the duty of every employee while at work to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Intellectual property rights

It is a contractual requirement of all employees of HfL to protect the intellectual, property rights of the company and to adhere to our company policy with regard to IP.

APPLICATION PROCESS

For an informal discussion regarding the role, please contact Reem Al Rasheed, Operations and Technology Director via Lauren.phipps@hertsforlearning.co.uk

To apply, email hfl.recruitment@hertsforlearning.co.uk with a detailed CV or the HfL application form (available to download from the HfL website) along with a cover letter to include responses to the following questions/scenarios:

1. This role involves programme management experience, please outline:
 - Any programme/project management qualifications you have,
 - And/or equivalent experiences that would demonstrate your suitability for that role.
2. Please describe how you have built positive relationships with a range of senior stakeholders in the past.
3. Which technology solutions (or CRMs) have you had experience of?

As part of our move towards eradicating unconscious bias within the recruitment process, we ask that you follow the guidance stated in the application forms and submit these in a word format to enable your application to be anonymised.

To help HfL make sure our policies and working practices are inclusive and non-discriminatory we would like you to complete the HfL equal opportunities form. This will not be stored with your application and will only be utilised by HR.

To submit your application or to discuss any recruitment queries please email our Central Recruitment Team on hfl.recruitment@hertsforlearning.co.uk or 01438 544439.

Closing Date: 13th June 2022 at midday

***Interview Date: w/c 20th June 2022**

*Please note that the interviews will be taking place in-person.