



Job Title:	Programme Manager
Unit/School:	Strategic Planning, Performance and Projects
Grade:	Grade 9
HERA:	FIN55

Core purpose of role

Cardiff Metropolitan University is embarking on procuring and implementing a new student records system. This is a crucial role in the University which has been created to establish, develop and lead, the programme management activity for the student record system, including the leadership and operational management of resources aligned to the programme delivery.

Using your experience and expertise, you will provide expert guidance and support to the Programme Board to help create a compelling vision with clear deliverables, and a strategic programme plan with short- and long-term goals, that make the vision a reality.

From programme initiation through to implementation and socialisation into business as usual, you will lead with credibility and visibility, creating an environment with shared goals and responsibility that inspires commitment of project objectives and the achievement of collective results.

You will be based in the newly created Strategic Planning, Performance and Projects division and will work in a matrix management environment. You will work closely with colleagues across the University from academic Schools, IT, Registry, Finance and Marketing, Communications and Student Recruitment. As well as working with Procurement and external suppliers in the tender process.

Key responsibilities and contributions

- To lead the management of the student record system programme.
- Provide leadership, and create an environment with shared goals and responsibility that inspires commitment to project objectives and the achievement of collective results.
- Work with the Programme Board and key stakeholders to create a strategic programme plan, with both short and long term goals, to make the vision a reality.
- Provide specialist expertise and focussed support to the Executive Sponsor and Programme Board, enabling them to fulfil their responsibilities.
- Support the programme team with the co-ordination of pre-market engagement, supporting further research and analysis where required.

- Work with third parties and external suppliers in the tender process.
- Ensure that programme and project deliverables are developed and delivered to the required standard of quality, within the constraints of time, cost and quality (to be defined as part of programme and project initiation), and subsequent change control.
- To provide the creation, operational delivery management of a programme team (including third parties and line management of specialist resource where applicable) ensuring resources are secured and utilised effectively to achieve the programme and project deliverables.
- Maintain a specific delivery focus on the achievement of planned outcomes and measurable benefits.
- Proactively identify, manage and escalate programme delivery issues and risks to secure necessary support and ownership of corrective or preventative action or appropriate change control to ensure the programme remains within the agreed risk profile and constraint tolerances.
- Provide regular, standardised and accurate programme and project reporting.
- Provide overview reporting and management information for sponsors, senior management and relevant Boards. Monitor and report progress against both budget and resource utilisation against deliverable completion and timescales.
- Exemplify best practice in project activities in particular programme and project planning, stakeholder management, risk, issue, dependency and assumption management, priority setting and execution within agreed budgets, to agreed standards and milestones.
- Organise and convene regular Programme Meetings with programme team, programme sponsors and key stakeholders to ensure oversight of plans, that business priorities, milestones, targets and constraints are reviewed, agreed and managed.
- Support effective programme governance, reviewing and approving governance submissions across the programme and providing project managers with constructive feedback and advice on governance requirements and actions.
- Plan, identify, secure and manage programme and project resources to ensure delivery within agreed budgets, to agreed standards and to agreed milestones. Includes the line management of subject matter expert resource seconded to the programme.
- Support the team to design and facilitate implementation training, and provide opportunities for continuous feedback and further optimisation.

Person specification

Essential qualifications / Professional memberships

- Degree or equivalent training/experience, plus significant hands-on experience in a similar or related role(s), demonstrating development through involvement in progressively more demanding relevant work/roles.
- Practitioner qualification in Agile, APM, Prince 2 or equivalent.

Essential experience, knowledge and skills

1. Demonstrable knowledge and experience of programme and project management processes and techniques.
2. Significant experience within a large organisation: managing and/or advising on the delivery of a significant change programme; and delivery of a large multi-faceted project.
3. Broad understanding of IT systems and the technologies that we will be procuring to a small degree.
4. Excellent interpersonal and communication (verbal and written) skills: demonstrable ability to positively influence and negotiate with colleagues at a senior level and to gather, analyse and present information complex information, write reports and deliver presentations.
5. Experience of stakeholder management including suppliers/ vendors relationship management.
6. Experience of line management or matrix management leadership
7. Ability to analyse and solve problems with an appreciation of possible longer-term implications.
8. Excellent organisation and time management skills to plan and organise programme activities of some complexity.
9. Proven experience of the ability to influence and negotiate with project sponsors, resource managers and stakeholders to resolve identified issues in securing and retaining appropriate expert staff required to ensure successful programme delivery.
10. Experience of analysing changing needs, opportunities and threats throughout the lifecycle of a programme to ensure proposed solutions remain relevant to deliver planned outcomes and benefits.
11. Experience of managing time, cost, scope and impact within agreed tolerance limits, allowing the timely submission of change control to ensure governance decisions can be taken to return the programme to within tolerance.

Desirable

1. Experience of working in the education sector and of successfully implementing a student record system.
2. Managing Successful Programmes (MSP) or other relevant programme management qualification.

Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.				
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
C1 - Fluent user Can communicate fluently in Welsh.				
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.				

Disclosure & Barring Service requirements

This post does not require a DBS check.

Supporting information

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.



The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.