



Job Description

Job Title:	Head of Programme Delivery - Bus Reform
Directorate/Team:	Transport for West Midlands (TfWM)
Location:	16 Summer Lane or other site/location
Responsible to:	Head of Transport Portfolio
Responsible for:	Programme team, project management specialists
Key working relationships: (internal)	Head of Transport Portfolio, Director of Bus Reform, TfWM Leadership Team, TfWM Operational directors and Bus Teams, Delivery teams, Senior Stakeholders, Enabling Services, Political Representatives.
Key working relationships: (external)	Senior Leaders within the organisation, key stakeholders and partners including Local Authority Representatives, Politicians, commercial providers, relevant experts, consultants, local government representatives and local communities.

Purpose of the Post

The Head of Programme Delivery – Bus Reform will be pivotal to the successful delivery of the Bus Reform programme. Establishing and managing progress and overseeing the successful completion of key deliverables its key component activities to support the delivery of each tranche of the Programme through franchising. You will provide support, advice and guidance to all parts of TfWM and its partners to facilitate the achievement of the programme utilising your programme/project management skills and experience.

The post holder will work closely with work stream/department/function leads to ensure clear establishment of activities, roles and responsibilities, methods of development and delivery, ensure clear timelines and dependencies to achieve the desired outcome. The postholder will drive, maintain, monitor, update and share critical path programmes to inform the team, Director of Bus Reform, Director of Integrated Transport Services, and Commercial Director of Bus, local and wider Heads of service, and other relevant stakeholders of progress in achieving outcomes, risks, slippage, and unforeseen issues and to propose mitigations through consultation with the work stream/department/function leads.

The post holder will oversee the development and maintenance of up to date risk registers in the agreed WMCA risk reporting format, encompassing any risks as identified within the programme and working with TPO, corporate risk teams, and ensure the team are aware of the risk levels, proposed RAG rating, mitigations and anticipated outcome ensuring the risks are suitably managed to conclusion.

The post holder will take active engagement in WMCA Health and Safety matters ensuring alignment between all programme activities and relevant Health and Safety guidance and legislation in consultation with the relevant WMCA Health & Safety officer(s).

The postholder will have proven programme management skills and will be a credible voice in articulating programme and project requirements implementing best practice disciplines and processes. The postholder will be pivotal in achieving the programme key milestones and working to hard deadlines.

Accountabilities

- Accountable for the development, maintenance and communication of critical path schedules in a clear format utilising appropriate project management software (such as Microsoft Project or Primavera) that report progress and highlight slippage or change, provide programme scenarios on the impacts of change on the critical path that may require mitigations and to progress these through the relevant

Governance meetings to the Bus Reform Steering Group, Bus Reform meetings of TfWM Leaders, Bus Reform Panel, and integrating with wider portfolio updates that TPO provide to political and stakeholder forums.

- Oversee and develop up to date risk registers in an agreed format ensuring that the risk register is regularly reviewed, updated and communicated. Provide a summary dashboard of the most significant risks and the relevant mitigations
- Accountable for production of the programme dashboard detailing the performance of the programme to time, cost and schedule that can be easily digested and shared with the team and Director of Bus Reform, TfWM leadership team, Bus Reform Steering Group, Bus Reform Panel, relevant forums and people to ensure awareness and understanding of the critical risks to delivery and effect mitigations.
- Support the bus franchising team by implementing best practice programme management standards and processes to members of the teams with a varied understanding of the benefits of good project management through programme, risk and governance management.
- Embed effective Health and Safety standards, requirements and practices within the programme of activities.
- Provide direct support to the Director of Bus Reform and workstream sponsors and SMEs who will be the client to the programme deliverables.

Responsibilities

Strategic

- Lead Programme Delivery for Bus Reform by working closely with the Bus Reform Director within a dedicated bus reform team ensuring all activities for each key workstream within the remit of the Bus Reform Programme, are defined. Interface with relevant teams and sponsors/SMEs, to ensure dependencies are clarified both within and outside of the work stream, and that risks to delivery are established and clarified.
- Develop a critical path for the programme using appropriate planning software (such as Microsoft Project or Primavera) aligned to wider organisational systems and processes in the TPO. Ensure programmes detail the relevant activity, duration, start/finish dates, predecessors, display the critical path, slippage, float, percentage complete and a named owner for tasks and that programme is maintained to an effective level of discipline.
- Develop a detailed risk register on an agreed format that clearly sets out the risks, RAG rating, mitigations, owner, due date for closure, escalation route and recording of closed risks and their outcome for audit for each risk. Ensure project/workstream risks are escalated as appropriate and establish any strategic risks for Bus Reform.
- Be the representative on behalf of the Transport Portfolio Office for the Bus Reform Programme

People

- Lead, motivate, and develop a high-performing programme team
- Development and mentoring of relevant staff resources or others as appropriate.
- Be an ambassador for talent and skills development within transport and the wider WMCA.

Operational

- Responsible for ensuring that all work stream leads/SMEs are supported to deliver programme activities in accordance with the agreed timescales. Where slippage does or is likely to occur, the Head of Programme Delivery is responsible for ensuring the relevant teams understand the cause, investigate mitigation actions that could be implemented, run programme scenarios to inform impacts, support in reporting the matter and agreeing the solution.
- Actively promote and ensure an effective working relationship between Project Management resources engaged on the delivery on behalf of TfWM / WMCA and all other parts of the organisation.
- Ensure that project documentation produced for review by the relevant Programme Board is done so in a timely, accurate and cohesive manner, providing visibility to Senior Management of project progress and early notification of any risks which may adversely affect any aspect of delivery.
- To be an early warning system for the Director of Bus Reform on any issues or challenges that are likely to be emerging or developing through the programme monitoring.
- Ensure that all project documentation produced for review / approval by WMCA and its committees is done so in a timely, accurate and cohesive manner, ensuring that the language and terminology used is suitable for the intended potential recipients of such documentation.

<ul style="list-style-type: none"> Responsible for the identification and oversight of Health, Safety & Environmental aspects on the allocated projects, including adherence to the relevant and current legislation, and where appropriate providing visibility to Senior Management of any issues. Escalation as necessary to the Health & Safety Manager. Embed project management best practice through the lifecycle of the programme. Assist in the preparation of reports for TfWM Delivery Boards, WMCA Management and funding partners. Where appropriate and working with the operational delivery teams to assist in the selection, recruitment and appointment of consultants and/or specialists who may be required in delivery of allocated projects. Ensure that Lessons Learnt as part of the closing out the project are captured and applied as appropriate in the development and delivery of future schemes.
Financial
<ul style="list-style-type: none"> Work within the delegated financial limits and relevant allocated project budgets as required. Ensuring Value for Money and follows the appropriate governance processes for dealing with any financial activities.
Other
<ul style="list-style-type: none"> Work transparently, producing plans, and communicating direction of travel. Embracing challenge and adopting ideas.

Person Specification					
Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
Experience	E	D	A*	I*	T*
A clear and strong evidenced based record of operating at a senior level in a similar complex programme management environment	X		X	X	
Evidence of delivering successful programmes within scope, time and budget to a hard deadline	X		X	X	
Experienced in cost control practices, ensuring efficient resource management without compromising quality	X			X	
A strategic thinker with strong analytical skills to assess market opportunities and risks effectively	X			X	
Experience in leading change initiatives and engaging stakeholders	X		X	X	
Evidence of establishing and maintaining strong working relationships across various departments and leadership levels, resulting in collaboration that contribute to key transformational objectives	X			X	
Can confidently and successfully influence senior management or external partners to adopt new initiatives, leading to improved organisational alignment or the delivery of a specific strategic outcome	X			X	
Stakeholder management experience with the ability to develop, maintain, and strengthen partnerships with others inside or outside the WMCA and evidence of collaborating, negotiating, and influencing to achieve shared goals, with robust governance delivering change and developing initiatives	X		X	X	
An understanding of the role of the West Midlands Combined Authority, its strategic aims and objectives, and the opportunities and barriers it has, to develop policy and strategy for the region		X		X	
Experience of working in a matrix environment		X		X	
A hands-on approach to achieving targets	X			X	
Skills / Knowledge	E	D	A*	I*	T*

Demonstrates effective leadership skills, both in managing and inspiring teams and in influencing the wider organisation to embrace opportunities	X			X	
An effective communicator, able to confidently present and adjust to different audiences	X			X	
Ability to analyse, interpret, disseminate, and present complex concepts and information clearly and concisely	X			X	
Be persuasive and sell proposals or concepts	X			X	
Able to create and craft compelling messaging and presentations	X			X	
Can develop an understanding of organisation problems and opportunities in existing service processes, recommending solutions and owns key strategic issues until resolution	X			X	
Ability to proactively manage key relationships with WMCA services and partners to capture, prioritise and strategically align business change requirements	X			X	
Able to lead the identification and assessment of risks with associated strategies and projects, including operational, financial, and legal risks. Able to develop risk mitigation strategies and ensure compliance with relevant regulations and policies	X			X	
Resolve issues and barriers with senior officers to ensure that projects progress to successful outcomes	X			X	
Qualification / Education / Training	E	D	A*	I*	T*
Degree or post graduate qualification in a related activity, business change, project/programme management or equivalent experience	X		X	X	
Project Management Qualification or equivalent experience (including transport industry experience)	X		X	X	
Relevant qualification (e.g., Cert CII, Dip CII) or equivalent experience	X		X	X	
Evidence and commitment to continuous personal and professional development	X		X		

***Key:** A = Application, I = Interview, T = Testing/Assessment

Core Expectations	
Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
Collaborative	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	‘One Organisation’ Mindset	Believe in each other’s expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Additional Post Requirements									
Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Job Evaluation Details			
Date Evaluation Agreed	JEP Reference	Grade	Job Family