

JOB DESCRIPTION

JOB TITLE:	Programme Manager - Organisational Improvement Programme
MANAGED BY:	Head of Transformation
GRADE:	13

ROLE OVERVIEW

The West of England Mayoral Combined Authority (MCA) is seeking to appoint a Programme Manager to support the leadership of the Organisational Improvement Programme (OIP). The OIP is a strategic initiative designed to improve how we work, collaborate and deliver service improvement across the organisation and for residents.

This is a key role within the programme, responsible for coordinating the delivery of multiple, interdependent change and improvement projects. You will provide strategic oversight, direction and practical support for the programme, working closely with the Head of Transformation (OIP Programme Lead), OIP Programme Sponsor (CEX) and OIP Senior Responsible Officer (Director of Operations), senior leaders, and project delivery teams.

We're looking for someone who can bring people with them, using strong influencing and relationship-building skills to navigate complex systems, and drive real change and innovation. The ideal candidate will have a deep understanding of organisational transformation, experience managing complex change portfolios, and the ability to provide confident, visible leadership in a dynamic environment.

THE ROLE

The Programme Manager - Organisational Improvement Programme will lead the day-to-day delivery, coordination and strategic alignment of the OIP. This includes ensuring all workstreams are connected and on track, that risks and dependencies are well managed, and that governance, reporting, and engagement are all working effectively.

You'll act as a trusted partner to the Head of Transformation/OIP Programme Lead, Programme Sponsor and SRO as well as project Sponsors/SROs, helping to shape priorities and drive improvement delivery across the organisation. You will also line manage the team and matrix manage OIP funded project managers and specialists deployed to projects supporting a high-performing team culture that reflects the values of the organisation. You'll bring a continuous improvement mindset, helping teams identify smarter approaches and test new ideas.

You will need to be an excellent communicator and a skilled influencer, able to build trust and credibility with senior leaders, programme boards, sponsor boards and colleagues across all levels. You will play a visible leadership role across the organisation, helping to build commitment and momentum for change, with an eye for innovation and improvement, whether

through digital tools, data-led insight, or creative collaboration - will be key to success in this role.

KEY RESPONSIBILITIES

- Lead the governance coordination, reporting, oversight and successful delivery of the Organisational Improvement Programme, ensuring alignment to organisational strategy and values.
- Act as an advisor to the Programme Sponsor and SRO, providing strategic insight, risk management, and assurance on delivery progress.
- Develop and maintain the overall programme roadmap, plan and benefit framework, ensuring clarity across all projects and workstreams.
- Manage and lead project and programme-level reporting, governance, and assurance processes, including reporting to senior boards and external stakeholders as needed.
- Build strong, influential relationships with stakeholders across all directorates, including senior leaders and external partners.
- Actively engage with and influence senior stakeholders to secure buy-in, resolve blockers, and embed lasting change.
- Support and guide project managers and officers, providing leadership, challenge, and coaching to build a confident and capable team.
- Promote best practice in programme and change management, championing inclusive and evidence-led approaches.
- Identify and manage cross-cutting risks, issues, and interdependencies across the programme.
- Foster a collaborative and open programme culture, creating space for learning, reflection and innovation.
- Ensure equity, diversity and inclusion are embedded throughout programme planning and delivery.

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Educated to degree level or equivalent experience in programme management and/or change leadership.
- Strong knowledge of programme and project management methodologies (e.g. MSP, APM, PRINCE2).
- Deep understanding of organisational change and change management practice.
- Skilled in stakeholder engagement, influencing and navigating complex political or multi-agency environments.
- Digitally savvy, with the confidence to use a range of digital tools to support project delivery, collaboration, and reporting, including experience with platforms such as Microsoft 365, MS Project, Planner and Power BI.

Experience

- Substantial experience managing complex, multi-project programmes or portfolios, ideally in a public sector or political setting.
- Proven ability to influence senior stakeholders, shape strategic thinking, and drive delivery.
- Experience supporting organisational or cultural change at a systems level.
- Strong track record of leading high-performing teams and developing people.
- Experience developing and maintaining governance, assurance and reporting frameworks.
- Experience of working in Board environments.

Skills and Competencies

- Excellent leadership and communication skills, confident presenting at senior level.
- Able to operate with credibility and gravitas, advising senior leaders on risk and delivery.
- Highly organised with the ability to manage competing priorities across multiple projects.
- Experience using tools such as Microsoft 365, Smartsheet, Planner, Power BI or equivalent.
- Politically astute, with good judgement and the ability to read and respond to organisational dynamics.
- Strong coaching, facilitation and team-building skills.

DESIRABLE

- Project management qualification (e.g. PRINCE2, APMG).
- Experience of working with or within local/regional government.
- Understanding of external scrutiny and assurance frameworks, and experience of supporting organisations to prepare for, respond to, or embed learning from inspection, audit, peer review or regulatory processes.
- Understanding of behavioural insight, service design or systems thinking principles.
- Brings insight or experience from working in or with digital, data, or technology-enabled transformation programmes, whether through formal qualifications, practical project work, or lived organisational change.