

IT Programme Lead

Salary and Hours: £47,587 per annum, 37 hours per week

Contract Type: Permanent

Location: Long Stratton, NR15 2XE and Thorpe Lodge, Norwich, NR7 0DU, remote working

Are you dynamic, resilient and want to be involved in delivering change that drives IT and digital improvement?

Role Snapshot...

Do you have exceptional planning and stakeholder management skills, with the ability to coordinate complex projects into a cohesive sequence to enable effective programme delivery? If so, wait no more, apply today.

What you could be part of...

It's an exciting time to be joining the One Team as we continue to deliver on our ambitious and exciting programme of Digital Transformation. We've made great progress with the recent roll out of Microsoft Office365, coupled with the modernisation of our IT network which has laid down solid foundations to enable us to truly transform the way we deliver services to our customers, use data to inform service delivery and enable a truly agile workforce. This role will be at the heart of project and programme delivery in the IT and Digital function.

Working at the Council enables you to be part of an organisation which is proud to deliver high-quality, customer focussed services. Our success comes from us being commercially astute and business-like. Continuous improvement is also vital and we challenge ourselves to develop new and innovative ways to improve the services that make a real difference to people's lives.

What you'll be doing...

- Define configuration specifications and business requirements to inform technical delivery.
- Determine operational objectives by understanding business functions, gathering information and evaluating output requirements and formats.
- Construct workflow charts and diagrams, realising system capabilities and writing specifications.
- Define project requirements by identifying project milestones, phases and elements, forming project teams and establishing project budgets.
- Monitor project and programme progress throughout the project lifecycle monitoring risks and issues, publishing progress reports and project budget monitoring.
- Conduct and coordinate financial, product, market, operational and related research to support strategic and business planning within the various departments and programmes of the Councils.
- Interpret, evaluate and interrelate research data and develop integrated business analyses and projections for incorporation into strategic decision-making.
- Perform daily, weekly and monthly reviews and analyses of current business processes using operational metrics and reports as required.
- Understand and communicate the financial and operational impact of any programme or project changes.

- Create informative, actionable and repeatable reporting that highlights relevant business trends and opportunities for improvement.
- Act as a liaison between the business and the IT and digital team.

You must have...

- Hold a relevant degree or professional/vocational qualification or demonstrate equivalent business analysis experience.
- Proven experience of undertaking self-directed research work.
- Demonstrable experience of managing/estimating budgets.
- Demonstrable experience of managing and implementing projects and programmes, demonstrating effective organisation skills.
- Extensive experience of working with and supporting business managers and staff across a variety of disciplines.
- Experience of working in a local government or public sector environment.
- Demonstrable experience of working with and adapting set procedures.
- An ability to establish credibility and influence senior officers and stakeholders.
- Ability to utilise universal data interrogation tools to extract key data from systems and provide accurate reporting.
- The ability to work on own initiative to ensure services are maintained and continuously improved in a challenging and customer focused environment.
- Demonstrable understanding of the benefit and application of business processes and how these integrate with systems.
- Ability to work across multiple concurrent themes simultaneously.
- 16-30% of this role's time will be spend on external communication.

What's in it for you...

Our package includes:

- 25 days holiday increasing to 28 days after 5 years' service plus bank holidays (pro-rata for part time employees)
- Opportunity to work your hours flexibly to improve your work life balance (where operationally possible)
- Employer pension contributions of 15% with the option to make additional voluntary contributions
- Access to our One Team Rewards scheme including discounts in high street shops and restaurants, employee assistance programme, cycle to work scheme and a car lease scheme.
- Payroll giving scheme
- Refer a friend scheme
- Regular reviews with your line manager, develop a personal development plan, as well as opportunities to undertake personal professional development training
- Compassionate leave and sickness entitlement for times of need
- Support towards volunteering days in the community and encouragement to be involved with fun activities to raise money for local and national charities.

If you want to learn more about the Councils, then please visit our joint website- [South Norfolk and Broadland District Councils Website](#)