

## Programme Manager

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| <b>Reports to:</b>      | Chief Operating Officer   |
| <b>Responsible for:</b> | Empowering teams and fostering a culture of continuous improvement through the adoption of robust project management systems, leading the development and enhancement of a Project Management Office (PMO) function, and embedding project management best practices across the organisation. |
| <b>Location:</b>        | Hybrid work at home and in the office based in Leatherhead with travel across the South East, particularly South London, Surrey and Kent.   |

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### The role

We are seeking an experienced and dynamic Programme Manager who is passionate about empowering teams and fostering a culture of continuous improvement through the adoption of robust project management systems. This pivotal role focuses on driving internal change, leading the management and enhancement of a Project Management Office (PMO) function, and embedding project management best practices across the organisation. By inspiring collaboration and building capability, you will ensure our teams are equipped to excel in a fast-paced, delivery-oriented environment.

### Key duties and responsibilities

#### 1. Responsibilities

- **Lead the PMO:** Own, manage and continuously improve the elements of our PMO, including governance frameworks, reporting protocols, and resource management tools. Collaborate with leadership to define the PMO's vision, objectives, and success metrics, ensuring alignment with organisational strategy.
- **Empower Teams:** Serve as a guide and mentor, supporting teams to adopt and adapt to the chosen project management system. Deliver training, facilitate workshops, and provide ongoing coaching to build confidence, capability, and consistency in project delivery.
- **Drive Internal Change:** Act as a change leader, driving engagement and buy-in for new processes and systems. Develop and execute change management plans, communicate a compelling case for change, and address resistance constructively. Champion feedback loops and iterative improvement.
- **Develop and Improve Systems:** Tailor project management tools to meet team needs and emerging organisational requirements. Lead the rollout of new tools, develop user guidelines, and maintain system integrity.
- **Stakeholder Engagement:** Build strong relationships across departments, fostering a culture of collaboration and open communication. Liaise with senior leadership, project sponsors, and external partners to ensure alignment and

support for the PMO's initiatives.

- Reporting and Analysis: Establish and manage effective reporting systems to monitor project performance, resource allocation, and portfolio health. Provide regular updates to the Leadership team and governance bodies (Board of Trustees and sub-committees) and make data-driven recommendations for improvement.
- Continuous Improvement: Proactively identify areas for process optimisation, system enhancement, and skills development. Facilitate retrospectives and lessons-learned sessions to capture best practices and inform future initiatives.
- Mentoring and Capacity Building: Coach project managers and team leads, providing tailored support to enhance their project leadership skills and foster a high-performance culture.
- Line manage, support and mentor junior team members, contributing to their development and fostering a positive team culture.
- Any further duties where appropriate and consistent with the role's levels of responsibility, competence and risk profile.

## 2. Competencies

- Change Leadership: Demonstrated ability to lead and influence organisational change, driving adoption of new systems and fostering a positive, adaptive culture.
- Project Management Expertise: Deep knowledge of project management methodologies (e.g., PRINCE2, PMP, Agile, Waterfall) and best practices. Experience establishing and scaling a PMO function is highly desirable.
- Communication and Facilitation: Exceptional written and verbal communication skills, with the ability to translate technical concepts for diverse audiences and inspire engagement at all levels.
- Collaboration: Strong interpersonal skills, able to build relationships and work collaboratively across disciplines and hierarchies.
- Systems Thinking: Ability to see the big picture, connect interdependent elements, and anticipate the ripple effects of change.
- Analytical Mindset: Proficient in leveraging data to drive decisions, track progress, and identify opportunities for process improvement.
- Technical ability: Expert user of Microsoft Office tools, in particular Excel.

## Person Specification

| Requirements  |           |           |
|---|-----------|-----------|
| Training & Experience   | Essential | Desirable |
| Relevant degree or equivalent professional experience in project/programme management, business administration, change management, or a related discipline. | ✓         |           |
| Recognised project management certification (such as PMP, PRINCE2, AgilePM, or PMI-ACP) preferred.  | ✓         |           |
| Extensive experience setting up or transforming a PMO function within a small-to-medium organisation.   | ✓         |           |

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| Proven track record of leading successful internal change initiatives, ideally focused on systems and process adoption.                  | ✓                |                  |
| Experience training and facilitating learning sessions with diverse and cross-functional teams.  | ✓                |                  |
| Demonstrable ability to manage multiple projects and priorities simultaneously, delivering high-quality outcomes within tight deadlines. | ✓                |                  |
| Advanced user of Microsoft Excel   | ✓                |                  |
| Experience of Sharepoint development, including PowerApps  |                  | ✓                |
| <b>Knowledge &amp; Understanding</b>   | <b>Essential</b> | <b>Desirable</b> |
| Basic working knowledge of rivers and freshwater habitats.   |                  | ✓                |
| Familiarity with the rivers of the south east of England.  |                  | ✓                |
| <b>Skills &amp; Personal Attributes</b>  | <b>Essential</b> | <b>Desirable</b> |
| Inspiring, resilient, and proactive—able to turn vision into actionable plans and motivate others to embrace change.                     | ✓                |                  |
| Empathetic, diplomatic, and patient, especially when supporting individuals through the change curve.                                    | ✓                |                  |
| Detail-oriented but able to maintain focus on strategic objectives.  | ✓                |                  |
| Curious, open to experimentation, and eager to learn from success and failure alike.   | ✓                |                  |
| Committed to organisational values and to building an inclusive, collaborative workplace.  | ✓                |                  |
| Excellent written and verbal communication skills, with the ability to interact with and engage a range of audiences.                    | ✓                |                  |
| Strong organisational and planning skills, able to prioritise workloads.   | ✓                |                  |
| <b>Miscellaneous</b>   | <b>Essential</b> | <b>Desirable</b> |
| Commitment to equality of opportunity.   | ✓                |                  |
| Happy to work some weekends and evenings with time off in lieu.  | ✓                |                  |
| Suitable, safe home working environment.   | ✓                |                  |
| Current driving licence and vehicle which can be used for work purposes, and happy to drive a van.                                       |                  | ✓                |