



Programme Manager - Change



About Post Office Management Services

POMS is a customer focused organisation that relies on the Post Office Money brand, its network, customer data and marketing capabilities in order to deliver its plan objectives.

As an independent business, it was established in 2014 after the Post Office bought out the joint insurance venture between Bank of Ireland UK and Post Office. Our vision is to operate as a specialist broker. Our team has expanded significantly since then, as we continue to pursue our core visions to:

- Deliver operational efficiency, product and pricing flexibility resulting in greater control of, and access to, the value chain;
- Directly control customer management, policy conditions and retail pricing;
- Enter in to partnership agreements with Underwriters, Third Party Administrators, Software Houses and Consultancy firms to procure and develop the capabilities required in support of our chosen business model; and,
- Build a tangible asset for the Post Office.

POMS is a wholly owned subsidiary of Post Office and this means you are part of an organisation that is trusted by communities and consumers, putting its people and customers first. Together we have the opportunity to write the next chapter of an iconic organisation with over 300 years of history. We shape our future and each of us has the autonomy and responsibility to help create a business we can all be part of and proud of.

We know that the best way to provide a great service for customers is to evolve our business and adapt to their changing needs. We're improving our online and in store experience for customers because we know that our customers never stop changing, so neither will we.

We are working hard to ensure that the next chapter of the Post Office's history is a bright one. We are the current guardians of an iconic business and we want to hand over a thriving network of branches which can continue to provide essential products and services for our customers for many years to come.

This is a uniquely exciting and challenging time for the Post Office and for POMS – we're shaping the future and creating a business we can all be proud of.

We share the Post Office values of Care, Challenge, Commit.

The basics

Job Title:	Programme Manager
Post Reports to:	Head of Change Management
Division:	Change
Budget Responsibility:	
Number of Direct Reports:	
Location:	Finsbury Dials, London

The purpose of the role

- Lead and deliver programmes of activity realising the associated business benefits and achieving agreed business outcomes. To oversee all elements of a programme to deliver General Insurance Transformation strategic change agenda. In doing this deliver the following:
- Deliver agreed business outcomes in support of strategy
- Successful cost effective delivery of business change
- Collaborative working across leadership team to deliver change and where possible exceed planned benefits.
- Delivery of all aspects of business change against standards in the most effective manner.
- Effective co-ordination, communication and stakeholder management across the organisation for all activity related to the programmes change;
- Cost effective use of resource for change implementation (internal and external suppliers);
- Held to account for the quality of programme deliverables.
- Delivering through and with external suppliers & third parties
- Identification and management of programme risks, issues and dependencies. Quantify and produce contingency plans. Facilitate complex problem solving initiatives relating to risks. This will require a high technical competence and ability to think strategic solutions from the customers' perspective.
- Motivate the programme team to perform and deliver requirements.
- Develop strong relationships with the customers and subcontractors to ensure that they are meeting their commitments to the project.
- Provide support to and deputise for Head of Change where required

Principal accountabilities

- Business Outcomes: Works with the functions to define and agree business/programme benefits and to confirm that deliverables and outcomes will support planned benefit realisation.
- Governance: Defines and delivers an appropriate programme governance structure, with different levels of stakeholder input, to effectively control each project and workstream whilst exercising optimal control at the programme level.
- Programme Delivery: Provides a programme control framework aligned with Change Management minimum standards within which costs, benefits, risks, issues, standards and quality can be measured and within which programme resource can coordinate their activities.
- Identification and management of cross functional and programme dependencies
- Sponsor: Works closely with the Sponsor to provide regular status reporting, collaboratively resolve issues and mitigate programme risks
- Planning and Finance: Drives progress against the programme plan; understands, challenges and proactively manages the cost position and acts to mitigate potential cost or time delays.
- Resource Management: Identifies and secures appropriate resources to work on the programme. Defines clear roles and responsibilities for all team members including specific responsibility for production of all deliverables.
- Stakeholder Management: Engages with a diverse group of stakeholders to influence direction of the programme to meet business goals and outcomes. Typically up to and including Executive level.
- External Suppliers: Ensure all supplier organisations are effectively engaged and managed to support programme deliverables

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- Internal Suppliers Ensure all internal suppliers are engaged as appropriate to support delivery of the programme deliver
 - Advocate of Change Management: Builds and maintains external and internal networks to build the profile of the change management community.
 - Responsible for ensuring compliance with any specific legislative, regulatory, or contractual requirements.

Qualifications, experience and skills

Skills required

- Strong programme management skills
- Self-starter with positive, proactive can do approach to business and programme management;
- Personal credibility
- Strong leadership skills adept at driving forward programme change and unifying broad groups of stakeholders
- Strong interpersonal and communication skills with Director level staff through to project level staff
- Very strong influencing skills experienced at getting stakeholders to work together
- Flexibility in style to enable effective interaction with differing groups of stakeholders with different motivations
- Very strong facilitation skills;
- Ability to effectively manage conflict and broker acceptable solutions
- Ability to move from big picture to detail and back;
- Ability to deal with significant levels of business complexity
- A business delivery focused outlook and strong all round business acumen;
- Ability to deal with financial complexity.

Experience required

- Extensive experience in General Insurance
- Experience in a business leadership role;
- Experience in delivery of complex business focused change portfolio and programme management.

Qualifications required

- MSP qualified

Where does this role fit in with the rest of the team?

