

Deputy Chief Executive Modernisation

Programme Manager - Modernisation Job Description and Person Specification

June 2026

Job Description

Job Title:	Programme Manager - Modernisation
Department:	Deputy Chief Executive
Function:	Digital, Customers and Safety
Team:	Modernisation
Post number:	
Grade:	LBR 18
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36
Base location:	Lynton House
Reports to: <i>Job title</i>	Head of Modernisation
Responsible for: <i>Job titles of direct reports</i>	Project Managers (2-3), Project Support Officer (1-2), Programme Admin x 1

<p>Role purpose and role dimensions: <i>Overview of the job</i></p>	<p>This is an exciting time to be working for the London Borough of Redbridge as the Council delivers an ambitious Modernisation Programme designed to transform how services are delivered, improve outcomes for residents and ensure the long-term financial sustainability of the organisation.</p> <p>The Programme Manager will be responsible for leading and coordinating the Council's Modernisation Programme, driving transformation across services, redesigning operating models, improving customer experience and delivering measurable efficiencies and benefits.</p> <p>The role will provide strategic leadership across a complex portfolio of projects and workstreams focused on service redesign, organisational change, business improvement, workforce modernisation, digital transformation, automation, artificial intelligence, commercial efficiencies and performance improvement. Working closely with Directors, Heads of Service, Programme Sponsors, Finance, HR, ICT and service managers, the Programme Manager will ensure transformation initiatives remain aligned to corporate priorities, financial recovery objectives and the Council's long-term vision.</p> <p>The postholder will lead the development and maintenance of the Modernisation Programme Roadmap and ensure that projects collectively deliver agreed outcomes, savings, efficiencies and service improvements.</p> <p>The successful candidate will be an experienced transformation leader capable of operating strategically whilst maintaining oversight of complex delivery activity across the organisation.</p> <p>The main duties and responsibilities include:</p> <ul style="list-style-type: none"> • Leading the delivery of the Council's Modernisation Programme. • Managing a portfolio of transformation, redesign and improvement projects. • Driving service redesign and operating model transformation. • Supporting delivery of corporate savings and financial sustainability objectives. • Leading programme governance and assurance arrangements. • Managing programme risks, issues and interdependencies. • Ensuring benefits are identified, delivered and sustained. • Supporting adoption of digital technologies, automation and AI-enabled solutions. • Providing strategic advice and challenge to senior stakeholders. • Promoting a culture of innovation, transformation and continuous improvement.
<p>Key external contacts: <i>Organisations</i></p>	<ul style="list-style-type: none"> • Consultants • Suppliers • Contractor • Other local authorities • Strategic Partners
<p>Key internal contacts: <i>Job titles or groups of staff</i></p>	<ul style="list-style-type: none"> • Directors, Heads of Service and operational teams • HR and Finance • Project Managers (PMO) and Business Analysts • Programme Sponsors • Digital, Data, Technology and IT teams • Customer Experience • Communications and Web teams • Elected Members (as required)
<p>Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i></p>	<ul style="list-style-type: none"> • The Programme Manager will oversee transformation activity delivering significant financial and non-financial benefits across the organisation. • The role will support delivery of Medium Term Financial Strategy objectives through service redesign, efficiency improvements and modernisation initiatives. • The postholder will monitor programme budgets, transformation investment and benefits realisation activities and ensure that approved business cases deliver expected outcomes.

Key areas for decision making:	<p>The post will require a high degree of autonomy, professional judgement and strategic decision making. This will involve:</p> <ul style="list-style-type: none"> • Prioritisation of programme activity. • Allocation of programme resources. • Escalation of programme risks and issues. • Evaluation of service redesign opportunities. • Assessment of business cases and investment proposals. • Development of programme recommendations. • Programme contingency planning. • Benefits realisation decisions. • Escalation of delivery concerns to ELT and Programme Boards. • Recommendations regarding programme scope, sequencing and delivery.
Other considerations: <i>E.g. working patterns</i>	<ul style="list-style-type: none"> • Hybrid working • Engagement across services and sites • Occasional evening engagement with residents (if required)

Key accountabilities and result areas:	Key elements:
Programme Leadership and Delivery	<p>This will involve:</p> <ul style="list-style-type: none"> • Leading the delivery of the Modernisation Programme. • Maintaining strategic oversight of all programme workstreams. • Ensuring delivery remains aligned to corporate priorities. • Supporting Programme Sponsors and senior stakeholders. • Driving delivery against agreed milestones, outcomes and benefits. • Leading programme mobilisation and implementation activities. • Promoting effective programme management practices across the organisation.
Service Redesign and Operating Model Transformation	<p>This will involve:</p> <ul style="list-style-type: none"> • Leading service redesign and transformation activity across the organisation. • Challenging existing operating models and service delivery approaches. • Supporting development of future-state operating models. • Driving customer-focused service redesign. • Promoting cross-service transformation opportunities. • Supporting implementation of redesigned services and processes. • Ensuring transformation activity delivers measurable improvements.
Benefits Realisation and Savings Delivery	<p>This will involve:</p> <ul style="list-style-type: none"> • Developing and maintaining the Modernisation Benefits Framework. • Ensuring benefits are identified, monitored and realised. • Supporting delivery of corporate savings objectives. • Monitoring delivery of Medium-Term Financial Strategy contributions. • Challenging services where expected benefits are not being achieved. • Escalating delivery concerns and barriers. • Ensuring benefits remain embedded after implementation. • Producing programme benefits reports and dashboards.

Programme Governance and Assurance	<p>This will involve:</p> <ul style="list-style-type: none"> • Designing and maintaining programme governance arrangements. • Managing Programme Boards and governance forums. • Ensuring compliance with Council governance requirements. • Maintaining programme controls and assurance frameworks. • Managing programme risks, issues and dependencies. • Supporting internal and external assurance reviews. • Ensuring accurate programme reporting and performance monitoring.
Executive Reporting and Corporate Assurance	<p>This will involve:</p> <ul style="list-style-type: none"> • Supporting Modernisation Board reporting. • Supporting Recovery Board reporting where required. • Producing reports and dashboards for ELT. • Preparing programme performance reports and decision papers. • Providing assurance regarding programme delivery. • Presenting programme progress to senior stakeholders. • Supporting strategic decision making through high-quality reporting and analysis.
Programme Planning and Portfolio Management	<p>This will involve:</p> <ul style="list-style-type: none"> • Developing and maintaining the Modernisation Programme Roadmap. • Managing programme interdependencies. • Coordinating multiple projects and workstreams. • Prioritising activity based on corporate priorities and benefits. • Monitoring programme performance and delivery. • Managing programme sequencing and resource planning. • Ensuring alignment between projects and strategic objectives.
Digital, Data, Automation and Artificial Intelligence	<p>This will involve:</p> <ul style="list-style-type: none"> • Identifying opportunities to improve productivity through technology. • Supporting adoption of digital transformation initiatives. • Promoting automation of repetitive processes. • Supporting implementation of AI-enabled solutions where appropriate. • Driving data-driven decision making. • Working closely with ICT and Digital teams. • Ensuring technology investments deliver measurable benefits.
Stakeholder Engagement and Change Management	<p>This will involve:</p> <ul style="list-style-type: none"> • Building effective relationships across the organisation. • Supporting senior leaders through periods of change. • Managing stakeholder engagement and communications. • Facilitating workshops and engagement activities. • Supporting adoption of new ways of working. • Managing stakeholder expectations and concerns. • Acting as an ambassador for the Modernisation Programme.
Leadership and Team Development	<p>This will involve:</p> <ul style="list-style-type: none"> • Managing programme resources and staff. • Supporting development of Project Managers and Project Support Officers. • Building programme capability and resilience. • Promoting best practice programme management. • Creating a positive, collaborative and high-performing team culture.

To Promote and Embed a Culture of Modernisation	<p>This will involve:</p> <ul style="list-style-type: none"> • Acting as a champion for modernisation and transformation. • Promoting innovation and continuous improvement. • Sharing best practice across services. • Encouraging collaborative working and organisational learning. • Supporting development of a modern, efficient and resident-focused organisation.
General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a Disclosure and Barring Service (DBS) check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.

Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> Taking responsibility for continuing self-development and participating in training and development activities. Participating in the ongoing development, implementation and monitoring of the service plans. Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	Programme Manager - Modernisation		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	<ul style="list-style-type: none"> Degree or equivalent experience in a relevant field 	A	3
	<ul style="list-style-type: none"> Substantial experience leading complex transformation, modernisation or service redesign programmes, with a proven track record of delivering financial efficiencies, savings, service improvements and sustainable organisation change within a fast-paced and politically sensitive environment 	A	3
	<ul style="list-style-type: none"> Programme Management qualification (MSP, PRINCE2 Practitioner, APM PMQ or equivalent) 	A	3

