

Job profile

Job Title	Ideopolis Programme Delivery Manager
Department	Ideopolis: 403
Reporting to	Programme Director
Last Updated	June 2010
Job purpose	Responsible for providing support on project and budget management, as well as managing client relationships and helping with research. Act as the information hub of the programme to support team members and integration between programmes. Also provide support and information integration to other large projects in the team as required and time allows

Key result areas		% of time spent
1. Event programme/ dissemination management	<ul style="list-style-type: none"> • Develop and manage the Ideopolis programme event plan, including spotting opportunities and maximising impact; chairing internal events meetings; identifying and satisfying sponsor needs • Delivery of all programme events to a consistently high standard including briefing colleagues where appropriate and liaising closely with event management and partnership team to ensure the early identification of appropriate audiences • Formatting of reports and presentations to an agreed standard • Arrange for reports to be proofed and published on time, working closely with External Affairs • Manage all administration associated with keeping the webpage up to date relating to KE programme • Manage all administrative aspects of the dissemination of outputs from the programme, including opportunities to speak at conferences • Prepare and distribute a quarterly newsletter 	45%
2. Oversee effective administration of programme and major research projects	<ul style="list-style-type: none"> • Standardise project management processes around proposals, contracts, invoicing, and other associated functions • Oversee general progress and resolve any problems associated with administration of programmes • Ensure all policies & procedures for smooth running of programmes are known to the teams and adhered to 	10%
3. Management of programme financial processes, including accruals and budget management	<ul style="list-style-type: none"> • Working with Finance to provide information for monthly budget reporting (including operating statements, project accruals, forecasting and prepayments) • Liaise with Finance team to ensure invoicing information is accurate prior to them issuing invoices. • Prepare orders and ensure all project information is logged onto the CRM • Follow internal financial policies & procedures 	10%

Job profile

4. Assist with efficient and effective client relationship management	<ul style="list-style-type: none">• Liaise with project and programme sponsors to ensure they are kept informed and engaged, including acting as point of contact, drafting correspondence, scheduling meetings etc• Obtain enough knowledge of the Ideopolis Programme to feel comfortable explaining project objectives to people at all levels in a range of organisations• Contribute to integration of information across the organisation by exchanging relevant information with other departments within The Work Foundation, e.g. Partnership	10%
5. Research team support	<ul style="list-style-type: none">• Provide project and programme management support to the Research team members to enable them to fulfil their duties• Any other reasonable task as may be required from time to time	10%
6. Support delivery of other Ideopolis projects	<ul style="list-style-type: none">• Provide project and programme management support to individual projects on relevant programme and for other large projects as required• Manage setting up interviews with stakeholders for projects• Oversee management of project information, enabling the team to keep the client updated on progress• Support the team in searching for tendering opportunities• Any other reasonable task as may be required from time to time	15%

Job profile

Person Specification	Essential	Desirable
Experience		
Project management experience	x	
Experience in an administrative role	x	
Experience of commercial and professional environments	x	
Experience of financial management processes	x	
Skills		
Strong planning and organisational skills	x	
Good interpersonal skills	x	
Good written communication skills	x	
IT skills: MS Office at min. intermediate level	x	
Ability to communicate at all levels	x	
Ability to prioritise work to meet deadlines	x	
Relationship building	x	
Knowledge		
An understanding of financial statements		x
Interest in public policy		x
Interest in cities policy		x
Qualifications		
A level or equivalent	x	
Degree or equivalent		x
Competencies		
<p>Able to demonstrate competencies at Level 1 and 2 including the following areas:</p> <p>Independent thinking and problem solving Provides robust and independent guidance and solutions to clients and colleagues</p> <p>Innovation Seeks opportunities to innovate while remaining focussed on providing solutions to clients and colleagues</p> <p>Organisation and delivery Is personally organised and focuses on delivering on individual, team and Work Foundation commitments</p> <p>Autonomy and ownership Works autonomously as appropriate, taking ownership for personal, team and The Work Foundation delivery and outcomes</p> <p>Drive for excellence Continuously develops and applies professional and technical</p>		

Job profile

<p>knowledge to drive excellent organisational performance</p> <p>Leadership Inspires and motivates others to achieve high levels of performance</p> <p>External Relationships Manages client, partner, supplier and all external relationships for the benefit of TWF's reputation and success</p> <p>Communicating Communicates effectively with colleagues, clients and stakeholders</p> <p>Team working and team building Works collaboratively and supportively with colleagues across the organisation</p>		