

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Programme Manager – Children’s Services Fixed Term – 12 months	Grade: MG1
Section: Policy, Projects and Improvement	Directorate: Wandsworth Children’s Services
Responsible to following manager: Head of Policy, Projects and Improvement	Responsible for following staff: Senior Project Officer
Post Number/s:	Last review date: March 2026

Working for the Richmond & Wandsworth Better Service Partnership

We’re Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children’s services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We’re here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That’s why, at Richmond & Wandsworth Better Service Partnership, you’ll be at the forefront of innovation in local government, and we’ll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose



Wandsworth is looking to recruit a Programme Manager for a 12-month fixed term contract role. The role will work closely with the Head of Policy, Project and Improvement and wider Programme team to deliver on the Children's Social Care reforms as outlined in [Keeping Children Safe, Helping Families Thrive](#). The key aims of the reforms is to rebalance the children's social care system and avoiding costly crisis intervention by offering more meaningful and effective early support through focusing on prevention and improving children's wellbeing, education, family support and safeguarding services.

The purpose of the role is to form part of the Programme team, working alongside a Practice Lead, Senior Project Officer and multi-agency stakeholders (Police, Education, Health, etc). This role will lead on management of the programme support functions, to ensure effective delivery of the reforms. The role will be agile in adapting to the needs of the programme and will work closely with the Head of Policy, Projects and Improvement to ensure that robust plans are in place to ensure the programme is delivered to meet the national statutory guidance. The Programme Manager will have oversight of the maintenance, co-ordination and monitoring of the delivery plan, establishing governance frameworks, systems and processes, undertaking risk management activity for the programme and ensuring the delivery team and workstream leads are organised and remain within budgets and programme timescales.

Specific Duties and Responsibilities

- Accountable for the day-to-day programme management to manage the design and implementation of reforms in Wandsworth
- Collaboratively design programme and project strategy, governance, methodology, evaluation and plans in a way that generates buy in and collective ownership to ensure the project has the very best chance of being successful
- Lead, coach and coordinate multi-disciplinary and sometimes multi-partner workstreams – coordinating tasks, monitoring progress, and ensuring the project team is working effectively
- Provide expert advice, guidance and training to colleagues working across programme in relation to project and change management
- Lead the monitoring of the progress of the programme, leading the resolution of programme issues, identifying any scope for improvement to current programme or any problems or constraints as determined by legislation, national and local policy, and initiatives, in order to develop programme proposals and business cases which support agreed and changing objectives.

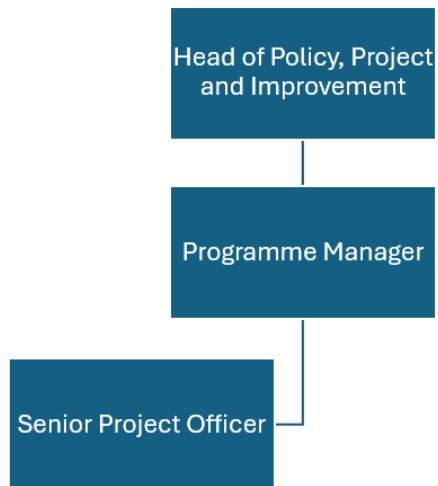
- Lead and coordinate on stakeholder engagement internally and externally with our partners, incl. Health services, Police, Members, parents, schools, young people, DfE etc.
- To ensure that children and families are at the heart of the transformation work and that they are considered first and foremost while engaging with all relevant partners, stakeholders and communities
- Lead on promoting the reforms within the council and across partner agencies to ensure full user and stakeholder participation in the development of appropriate initiatives. This may include the drafting of project reports, briefing papers and presentations
- Manage the development of the business case that meaningfully makes the case for change or investment in certain services and initiatives that align the Council's and Directorates strategic objectives
- Plan, direct, control and monitor financial resources which includes money from Government funding streams, ensuring spend is compliant with set criteria keeping senior management informed at each stage, in order to ensure that the programme delivers an effective response and to sustain a team and working environment capable of meeting the programme objectives.
- Responsible for risk management, mitigations and escalations for the Delivery Team (e.g. appropriate escalation of resource issues and issues which may adversely impact on project delivery, so these can be addressed early

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.

- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Team structure



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
A ranging knowledge and understanding of policy developments in Children’s and related services, including the wider context in which local government operates.	X		A/I
Knowledge and understanding of external inspection frameworks which impact upon		X	A/I

Children's Services with experience of managing or supporting inspections			
Knowledge of the wider context within which local government operates (including commissioning) and ability to develop appropriate local responses		X	A/I
Experience	Essential	Desirable	Assessed
Significant experience of working within children and families or education or similar services		X	A/I
Experience in policy and service development		X	A/I
Experience of operating in a political environment, recognising and handling in an appropriate manner, confidential or sensitive information and distinguishing between political and non-political activities.		X	A/I
Experience of successfully managing own workload and that of others in an environment where deadlines and priorities frequently change and are often conflicting	X		A/I
A track record of working as part of cross-functional project teams, and ability to manage the delivery of cross-functional project teams via matrix management.	X		A/I
Evidence of using an innovative and imaginative approach and the ability to identify new options for service development		X	A/I
Experience of inter-agency and multi-disciplinary working		X	A/I
Skills	Essential	Desirable	Assessed
Ability to communicate effectively and authoritatively both orally and in writing, with councillors, officers, partner organisations and the public		X	A/I
Pursues creative and new ideas to provide solutions to complex problems		X	A/I
Evidence of excellent interpersonal negotiation and influencing skills with the ability to establish positive working relationships with staff at all levels,	X		A/I

corporate colleagues, elected members and external organisations.			
Demonstrable resilience and flexibility of approach and is able to manage uncertainty and ambiguity for themselves and others	X		A/I
Proven ability to provide active challenge to assumptions and processes to ensure they are fit for purpose	X		A/I
Proven strong ability to absorb, interpret and adapt different sources of information to develop credible proposals and solutions	X		A/I
Ability to accurately analyse numeric, financial, textual and performance data and present your findings in a clear and coherent way to a variety of audiences	X		A/I
Ability to work at pace, juggle priorities, and assimilate new information quickly, and ability to make sound decision and judgements under pressure.	X		A/I
Experience of managing a complex workload, achieving targets and responding flexibly to changing needs and priorities, with limited supervision	X		A/I
Qualifications	Essential	Desirable	Assessed
Educated to degree level in a related subject area or equivalent through work experience		X	A/I
Evidence of continuing professional and / or technical development		X	A/I

A – Application form / CV

I – Interview

T – Test

C - Certificate