



## Programme Manager – Job Description

(Job Code and Level: EPRG005)

### **Definition:**

Programmes is defined as: Co-ordinating and controlling projects from concept to post production launch of new and modified components and vehicles ensuring delivery to timing deadlines, cost and quality.

### **Overall Purpose of the Role:**

Responsible for providing the lead on major programme launches, coordinating the whole programme from cradle to grave including engineering changes. Ensure progress is monitored; risks identified and appropriate mitigation against non-delivery is invoked. Create and manage programme plans gateways, functional milestones and deliverables, managing constraints to ensure delivery to programme timing and budget with maximum effectiveness to achieve good customer relationships that will ultimately maximise long term profit. Work and act independently, being self-supervising within the expectations of Senior Management with outcomes reviewed at Senior level. Work on multiple major projects requiring innovative solutions at the cutting edge of the technical field providing expertise. Decisions and results have a prolonged impact on the direction of the project and its success. Performance affects the function's technical image.

### **Key Responsibilities:**

#### **Strategy and Development**

- Contribute to the creation and implementation of best practice programme management vision, strategy, policies, processes and procedures to aid and improve operational performance

#### **General and Task Management**

- Create the project identification and planning documentation for the various work streams
- Receive proposed work scope and deliverables and prepare consequent proposals for timing plan and budget (external spend and hours)
- Agree the tasks required to complete each deliverable and what material will be produced to support each deliverable

- Challenge and balance inputs to create optimised proposal for project plan and budget
- Communicate initiation of the project and kick-off all required project activities in project team
- Record relevant information on appropriate project control documentation
- Update key information (work scope, deliverables, timing plan and budget) if necessary based on agreement reached with customer
- Control and communicate status of deliverables and related tasks, project timings versus plan, project expenditure (external spend and hours) versus budget, and balance resources within the overall project limits where possible
- Communicate percentage completeness of 'in-progress' tasks and deliverables versus targets, each measure to be summarised by deliverables and by whole project. Quality assess projects where they run across quarters
- Review any requests for change to project scope and determine, with support from the project team, the consequent changes to project
- Record agreed changes to project scope on appropriate project control documentation
- Escalate issues to management where a resolution cannot be found within the project
- Provide feedback to customer and project team of agreed changes
- Run and chair project meetings as necessary for the smooth operation of the project
- Ensure that appropriate evidence of materials provided is recorded on the appropriate project control documentation
- Ensure that all material agreed to be produced is delivered to the customer and suitable supporting documentation is provided
- Communicate project closure to the project team and instruct Finance to close the project in the relevant company systems
- Record the project closure on appropriate project control documentation
- Prepare end of project report detailing the performance of the project against the important measures of timing, resource and cost, and append this report to the appropriate project control documentation
- Lead and document an appropriate 'Lessons Learned' review, appending the report to the appropriate project control documentation
- Add received project assessment information to the appropriate project control documentation, including ratings for project output delivered and value assessment of project output
- Identify new business opportunities
- Programme Manage multiple large high value projects
- Long range planning
- Provide technical expertise to multiple projects and budgets
- Advance engineering principles, theories and concepts
- Manage activities of a complex nature where there may be no precedents available
- Keep up with current and developing manufacturing and engineering trends regarding maintenance / tool making
- Undertake special projects as required

- Contribute to continuous improvement activities
- Quality control of work by appropriate reviews
- Support and lead process improvement activities
- Write reports and present progress at project meetings and to clients
- Conduct benchmarking studies to determine best practices/designs and future trends
- Plan projects or subtasks so they may be tracked and presented
- Manage the Key Performance Indicators (KPIs)
- Attend various meetings and action/communicate instructions
- Produce written reports and make presentations
- Undertake continuous training and development
- Perform root cause analysis and resolve problems
- Independently determine approach and assigned tasks

### **People Management**

- Establish the project team members
- Lead and/or support technicians and trainee engineers
- Communicate project work scope and deliverables to project team
- Manage, coach and develop a high performing cost estimating team that meets agreed objectives and which delivers best practice results, added value and continuous improvements
- Set department objectives/KPIs and review and assess ongoing performance of direct reports
- Report on achievement of targets and identify any actions required
- Ensure that the function operates in accordance with any health, safety and environmental policies and procedures to ensure the safety and wellbeing of staff and visitors
- Train people within own work group

### **Financial Budget and Control**

- Hold responsibility for departmental budget
- Collect budget requirements for each project task
- Achieve goals within budget

### **Relationship Management**

- Responsible for instructing Finance to initiate the project in the relevant company systems (time recording, Purchasing etc)
- Develop and maintain strong relationships with internal and external stakeholders to ensure optimal performance
- Work collaboratively, negotiate and engage with key stakeholders to facilitate delivery and compliance with the manufacturing strategy
- Communicate with stakeholders the impact of market change and potential effects on manufacturing design and development. Recommend solutions without compromising quality or service while optimising cost
- Stay current and up to date on any technology changes that may affect manufacturing design and development and advise others of any impact
- Provide guidance to departments and many groups of the organisation

- Liaise and communicate with other departments, customers, suppliers and other service providers
- Contribute to new business initiatives and projects and review and communicate the impact on manufacturing activities

### **Self Management**

- Comply with the Health, Safety and Environmental Policies
- Support encourages and develop team
- Highly motivated, flexible and organised
- Anticipates and overcomes obstacles
- Makes useful links to arrive at insightful plans and solutions
- Embraces personal challenge
- Confident, rounded thinking
- Takes ownership for team cohesion and proactively contributes to creating a good team atmosphere
- Is self aware
- Is resilient, optimistic and open to change
- Has an Adult:Adult, collaborative approach to others

### **Skills and Attributes:**

- Customer orientated approach to all tasks
- Ability to develop strong working relationships
- Strong people management skills
- Strong process capability
- Strong communication and presentation skills
- Ability to manage and prioritise multiple demands
- Strong task and project leadership skills, identifying what is important
- Strong capability in project planning and task identification
- Ability to derive resource and revenue budgets from project plan
- Ability to work as part of a team or independently
- Data driven approach to analysis
- Ability to balance challenge self and team members without taking excessive risks
- Methodical approach to task management and an ability to communicate task requirements clearly at all levels
- Strong customer interfacing and management skills
- Disciplined approach to programme management
- Ability to negotiate complex arrangements
- Ability to mentor staff of various skills and personalities

### **Qualifications and Experience Levels:**

- Relevant manufacturing/engineering degree is preferred, or HND, BTec Professional Level 5 Award or equivalent NVQ Level 5 qualifications.
- Extensive experience in Engineering, preferably within automotive

- Membership of an industry related Professional Body would be advantageous
- Excellent IT skills including MS Word, PowerPoint, Excel and Project
- Six Sigma qualification essential
- Experience in delivering major engineering projects on time and within budget
- Experience of Advanced Product Quality Planning (APQP)
- Proven management experience

**Example roles this job description may cover:**

- Project Manager