

JOB

DESCRIPTION

Programme Coordinator

Job Title:	Programme Coordinator
Department:	Programme Management
Reporting to:	Programme Manager
Responsible for (staff):	
Location:	Oakenshaw House
General Purpose of Role:	<p>General Purpose of Role: The Programme Coordinator's main responsibility is to support successful wider Arcus Programme delivery by engaging at project definition / scope stage, creating accurate terms of reference and sound business cases and Agile project documentation with all activities aligned to our strategic Arcus Programme work stream.</p> <p>The role will be accountable for supporting the Programme Manager to build project momentum and help track progress, risk and costs for any scoped projects where accountability lies with Arcus Business Owners.</p> <p>The role will fundamentally support the Programme Manager with scoped, existing projects (2019/2020 programmes and projects include; WOOP, SOS, Sainsbury's D&T project "FM Assist", Store Comms "Seasonal Campaign & Content Schedule" and Arcus service integration "Project Oakley") and in future will extend to any new projects scoped within the wider Arcus Programme Management Agenda.</p> <p>This is a combined role to include the administration of the Arcus Good To Go process.</p>

ACCOUNTABILITIES

- Help Arcus to deliver multiple projects (related or unrelated) at the same, cohesively and efficiently
- Support project delivery ranging from process / strategic change, systems development & implementation, or focused FM activities
- Deliver projects in line with the Programme governance and control structure
- Deliver projects in line with Arcus policies, quality and health and safety management systems

Programme Coordination:

- Strong administrative and organisational skills to plan, coordinate and support programme management activities
- Monitor and report (with functional support eg. Finance, MI) on project spend, including materials, travel, meetings etc. against budget
- Implement policies and process aligned to best practice and that support growth and programme development
- Attention to detail in planning and coordinating Arcus programme events, meetings and activities, developing and updating accurate project documentation

- Manage multiple programme and project administration tasks on a day to day basis
- Support with development of project proposals, business cases and terms of reference
- Arrange and coordinate project kick off meetings, circulate Agenda, Minutes, and create Team channels
- Arrange and host stand ups for projects in flight – and prepare sprint/increment review updates
- Adopt digital channels and technology to improve efficiency in project working and encourage user adoption
- Track and follow up critical success factors with Business Owners for any project within Programme Management scope
- Report and update project / programme status as and when required to clients eg. Sainsbury's, third party suppliers, public and private bodies

Stakeholder Management:

- Build positive engagement and project endorsement within the team and wider stakeholder group
- Support programme execution by managing expectations of the exec sponsors, project managers, business owners, functional areas and other stakeholders (internal and external)
- Engaging with stakeholder groups, to ensure functional teams are accountable for allocated project actions
- Follow up allocated actions and escalating identified risks
- Support positive working with Arcus stakeholders (including senior management and functional managers /business owners involved in delivery of or impacted by any project)

Governance and Control:

- Support Business Owners in managing their projects (by tracking risks, blockers, dependencies) throughout the project lifecycle
- Support Programme Manager with progress reporting at agreed intervals

Resource Management:

- Provide policy, process and programme support to functional business owners within the project team
- Identify and acquire required resources to deliver project outputs

Financial Coordination:

- Tracking the costs of the project throughout the lifecycle against budget, engaging Business Owner / Exec Sponsor/Customer and Finance Manager

Risk & Issue Management:

- Identify, assess, evaluate and manage the risks and issues that could impact project outputs and objectives

Benefits Management:

- Ensure that benefits management is embedded within the project management approach and there is a focus on delivery of business performance from project outputs

GOOD TO GO ACCOUNTABILITIES

- Administer all elements of the current Good To Go process, including the GTG forum, tracking and progressing functional teams, project/business owner actions
- Ongoing review of processes, workflow and workload making any recommendations for change to drive improvements in the GTG process ensuring it is applied by all areas of the business
- Manage all elements of reporting to the GTG forum ensuring the information is accurate, up to date and relevant
- Engaging business owners and gaining sign off from all functional departments, ensuring risks are identified and escalated early
- Building strong partnerships with all functional teams, to ensure they are engaged with relevant project actions and associated timelines and milestones
- Engage stakeholders and coordinate the business plans into one operations plan with input from functional representatives (project/business/senior strategy owners while making sure the governance is in place for capturing all current project activity)
- Drive the importance of working to the Operations Plan to ensure we maintain a balanced workload
- Analyse and suggest alternative business options to the support teams to allow strategic implementation, whilst maintaining a manageable workload for the operation led team
- Partnering with communications team, gaining exec sign off of communications plans before cascade to the wider colleague audience
- Accurately capture our client's requirements and key dates to allow the business to successful plan, meet and exceed their expectations for these key events/dates, with excellent communication through mobilisations and implementation
- Ensure all GTG activities are in line with the Arcus Business Plan

KNOWLEDGE AND SKILLS

Desirable Qualifications:

- Association of Project Management (APM) (Essential)
- Project Management Institute (PMI)
- Academic qualification related to Project Management

Experience:

- 12 months experience working in projects as project team member or interim lead
- Experience of coordinating multi-project, multi-member/functional team working
- Experience of working within FM
- Experience of stakeholder relationship management
- Good working knowledge of Arcus operations teams, preferably gained from launching new initiatives or contracts with them in the past

- Service / contract mobilisation experience
- Highly organised, with strong time management and the ability to prioritise and work cross functionally
- Attention to detail
- Process-driven with the ability to analyse information
- Discreet with commercially sensitive information
- Strong interpersonal skills
- Confident self-starter able to work independently and in a team

Knowledge

- Intermediate knowledge of project planning processes and techniques and project constraints
- Intermediate knowledge of Agile project management methodology, potential sources of risk and their impact on project complexity and success

Skills Competence

- Strong problem solving, stakeholder management, organisational, administrative and planning skills
- Strong communication (verbal, written, listening, presenting), quality management, monitoring and reporting skills
- Ability to confidently deliver presentations to key stakeholders, facilitate workshops and meetings
- Ability to articulate project scope, timelines, milestones, expectations and

VALUES & BEHAVIOURS

Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, and where possible exceed expectations

Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others

OTHER FACTORS

JOB

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- The post holder must be able to work flexibly, as determined by business requirements, including weekend working on a rota basis or other
- The post holder must be able to travel throughout the UK, which may include overnight stays at short notice depending on project and business needs