

create a better place



## Programme Specialist / Manager

Transforming Programme Delivery  
National Capital Programme Management  
Service (ncpms)

## Candidate Information Pack

Please consider the environment and only print this document if you really need to.

<http://www.gov.uk/environment-agency>



**Job title:** Programme Specialists / Manager (3 vacancies)  
**Job location:** Warrington, Reading, Exeter  
**Date:** March 2019  
**Reference:** 10204 (Warrington), 10205 (Reading), 10206 (Exeter)

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# 1. Our organisation

## Our organisation

We are the Environment Agency. We protect and improve the environment. Acting to reduce the impacts of a changing climate on people and wildlife is at the heart of everything we do. We reduce the risks to people, properties and businesses from flooding and coastal erosion. We protect and improve the quality of water, making sure there is enough for people, businesses, agriculture and the environment. Our work helps to ensure people can enjoy the water environment through angling and navigation. We look after land quality, promote sustainable land management and help protect and enhance wildlife habitats. And we work closely with businesses to help them comply with environmental regulations. We can't do this alone. We work with government, local councils, businesses, civil society groups and communities to make our environment a better place for people and wildlife.

Of course, none of this will be possible without the professionalism and dedication of our staff. We are committed to promoting equality and diversity in all we do, and to valuing the diversity of our workforce, customers and communities.

We're committed to helping our people to find new ways of working and to maintain our focus on creating a better place for people and wildlife. For more information on the Environment Agency and what we do, please visit:

[www.environment-agency.gov.uk/aboutus](http://www.environment-agency.gov.uk/aboutus)

[Website](#) | [Twitter](#) | [Facebook](#) | [LinkedIn](#) | [Instagram](#) | [Flickr](#) | [YouTube](#)



## 2. Transforming Asset and Programme Management

We are looking for leaders to join our **National Capital Programme Management Services (ncpms) team**, who have passion for enabling change, building high performing collaborative teams to deliver quality asset programmes of work.

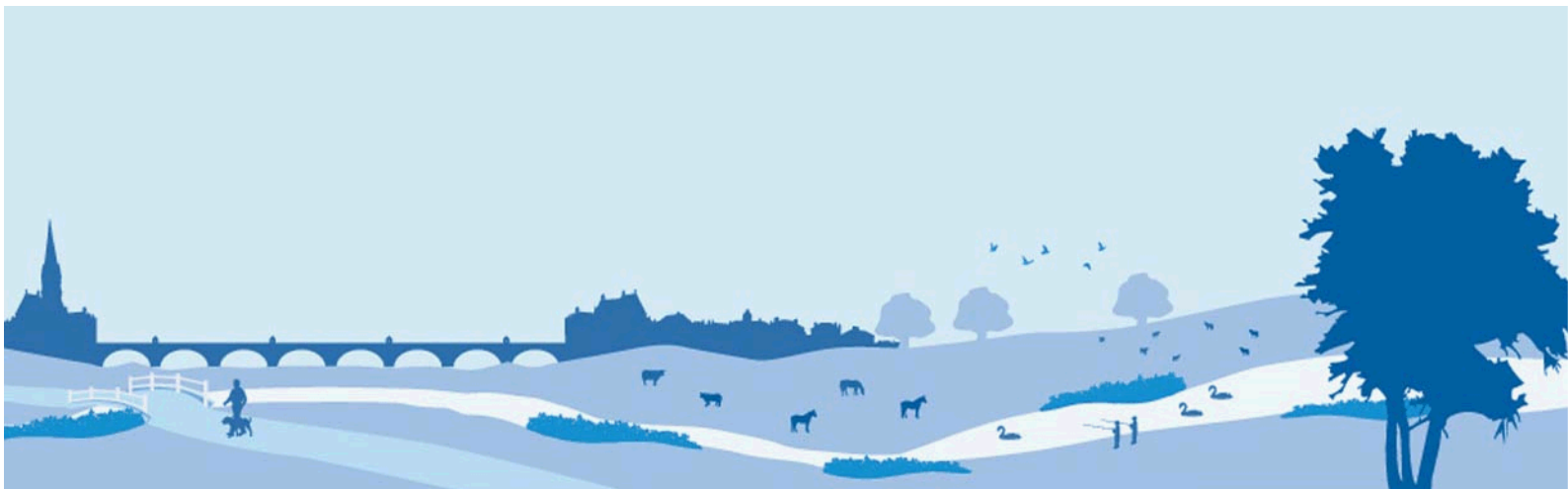
The Environment Agency is continuing to evolve the way it works to provide more efficient and effective programme management and delivery. We aim to optimise the way we use our resources and funding opportunities to deliver even more for our communities and the environment.

The Defra 25 year Environment Plan commits the government to ‘all possible action to mitigate climate change, while adapting to reduce its impact’. The Environment Agency has a major part to play in delivering this plan. As we drive delivery of our current £2.6bn capital programme, to better protect 300,000 homes from flood and coastal erosion by 2021, we continue to plan and prepare for future risk as the climate changes.

We cannot deliver these commitments alone and working with our supplier delivery partners we want to build on current expertise and partnerships to become exemplar as a client and infrastructure provider. As an early adopter of [Project 13](#), an initiative from the infrastructure sector focused on improving project delivery and asset management, we are learning from industry best practice to further develop our capability and invest in a new collaborative approach to achieving sustainable integrated outcomes.

Our ‘Next Generation Supplier Arrangements’ (NGSA) commercial framework will deliver new collaborative working arrangements with our supplier delivery partners. Our ambition is to change how we do things to enable a greater opportunity to innovate, optimise our resources, drive shared outcomes that deliver increased value and place sustainability at the heart of everything we do. This change will require all those involved in asset management and delivery of our programmes to work differently, embedding a culture that leverages the significant benefits that can be achieved through sharing and learning from others.

From the 1 April 2019 we are establishing 6 geographically based delivery hubs that will bring together teams from the Environment Agency and our supply chain to manage, design and construct our future asset programmes of work.



### 3. The role

The Programme Specialist is a key role that sits at the heart of asset and programme delivery, this is an influential and exciting leadership position that enhances and develops great working relationships to deliver outstanding results. Reporting to one of six Delivery Managers within National Capital Management Services (ncpms), this role acts as the conduit between delivery on the ground and the more strategic elements of our work and offers an excellent insight into the full range of our project work areas. You will lead a team of professional Project Managers to deliver a portfolio of projects and create a sustainable pipeline of work.

The Programme Specialist role has been designed with flexibility in mind. As the organisation further improves its planning techniques for creating a sustainable pipeline of robust projects, this role will be pivotal in identifying logical and logistical dependencies between projects. As this role and the remit of our teams matures, we expect those undertaking this role to transition from performing a Programme Specialist role to that of a highly skilled Programme Manager. Therefore, those wishing to take up this chance to shape our future ways of working will need to demonstrate a solid knowledge-base in programme management principles, with examples of where these skills have been effectively applied.

Initially, the Programme Specialist role will be responsible for facilitating coordinated and collaborative working between different functions across both internal and external organisations in grouped work areas that share common characteristics – for example, shared commercial arrangements. The Programme Specialist will also be a key role model for new ways of working, providing direct line management to approximately 2-3 Project Team Managers and leadership to 20-30 ncpms staff and others working in the Delivery Hub.

As the role evolves, it will transition towards the adoption and promotion of the professionalism expected of a Programme Manager, as defined within the Managing Successful Programmes (MSP) Professional Standard. Therefore, the Programme Manager will ultimately have primary responsibility for leading and managing the setting-up of Sub-Programmes of work, including realisation of benefits, delivery of new capabilities, establishment and adherence to appropriate governance and Sub-Programme closure.

This is indeed a rare opportunity to shape the future performance and culture of our new Delivery Hubs and thereby create a service provision that others aspire to emulate.

In your role you will also be expected to support and enable our incident management activities.



## Principal accountabilities

The Programme Specialist will:

- Provide visible leadership, where the individual models behaviours that foster and facilitate cross team collaboration, leveraging high performance from their own team and others.
- Champion the organisation's governance arrangements and ensure appropriate assurances are in place.
- Provide expertise and guidance about subject specific practices (e.g. Contract, Project & Programme Management, Framework arrangements, Management of Risk, etc.).
- Take on supportive tasks and activities at the request of either Project or Programme Governance Boards.
- Provide a focal point to promote good contract, project and programme management practices, advising Project Team Managers on the required development and support that team members need to provide a high performing PPM service.
- Coordinate information about the progress and problems faced by delivery and advise the Delivery Manager on when support is required from the organisation's governance structure.
- Support the management of delivery operations for a defined set of projects, advising the Delivery Manager and other Operations Management staff across Delivery Services on the design, planning & control and improvement of delivery operations.
- Advise the Delivery Managers and Business Change Managers on the impact change could have on the performance of delivery within the defined set of projects.
- Support the Delivery Manager on a defined set of projects to:
  - Build relationships and align cultures across Delivery Services.
  - Coordinate Framework arrangements such as incentivisation, performance management and payments.
  - Manage strategic risks.
- In summary the Programme Specialist shall take a focused tactical role in supporting delivery operations, where the Delivery Manager will take a broad strategic role.





## Skills/Abilities/Experience

- Experience in managing programmes of work formed of multiple projects with logical and logistical dependencies.
- Ability to lead staff with evidence of where you have fostered inclusive working environments that support innovation and leverage benefits through collaborative working.
- You will have well developed communication and relationship management skills honed during the delivery of numerous complex and challenging projects.
- Evidence of managing or coordinating operations to improve capacity planning, quality control and delivery of a service.
- Experienced in leading other project managers to successfully deliver projects.
- Strong experience in project delivery from explore, concept development, project implementation through to closure.
- Experience of successful management of capital asset programmes with multi-million pound budget, demonstrating understanding of commercial, financial and legislative requirements, including management of external suppliers and contractors.
- Successful track record leading health, safety, environment and wellbeing best practice.



## **Collaborative Behavioural Competencies - In developing our new ways of working through Next Generation Supplier Arrangements we are building a collaborative approach that is enabled through:**

- **Creates alignment**

*...is about understanding the wider context, aligning Environment Agency and delivery partner objectives and caring about the overarching organisational and programme objectives. It's about aligning approaches and activities with these wider, long-term aims. It's about creating buy-in to the vision, developing long-term plans for the future and working across boundaries to add value and achieve sustainable results.*

- **Innovating and improving**

*...is about adapting to change, continuously improving the way we do things and supporting each other to innovate to find the best solutions. It's about openly sharing ideas, experiences, skills and expertise and learning from successes and mistakes.*

- **Working as one team**

*...is about creating a shared culture and behaviours and signing up to and demonstrating these. It's about putting the team first, contributing to team performance and trusting each other to deliver. It's about being open, honest and inclusive, giving and receiving support, and respecting different backgrounds, expertise, values, styles and perspectives.*

- **Delivering quality outcomes**

*...is about committing to shared objectives and working together to find the best way to achieve them. It's about adopting a commercial approach whilst delivering solutions of optimal quality and sustainable outcomes for our stakeholders, partners and communities. It's about responding early, delivering at pace, following through and putting health, safety and wellbeing first.*

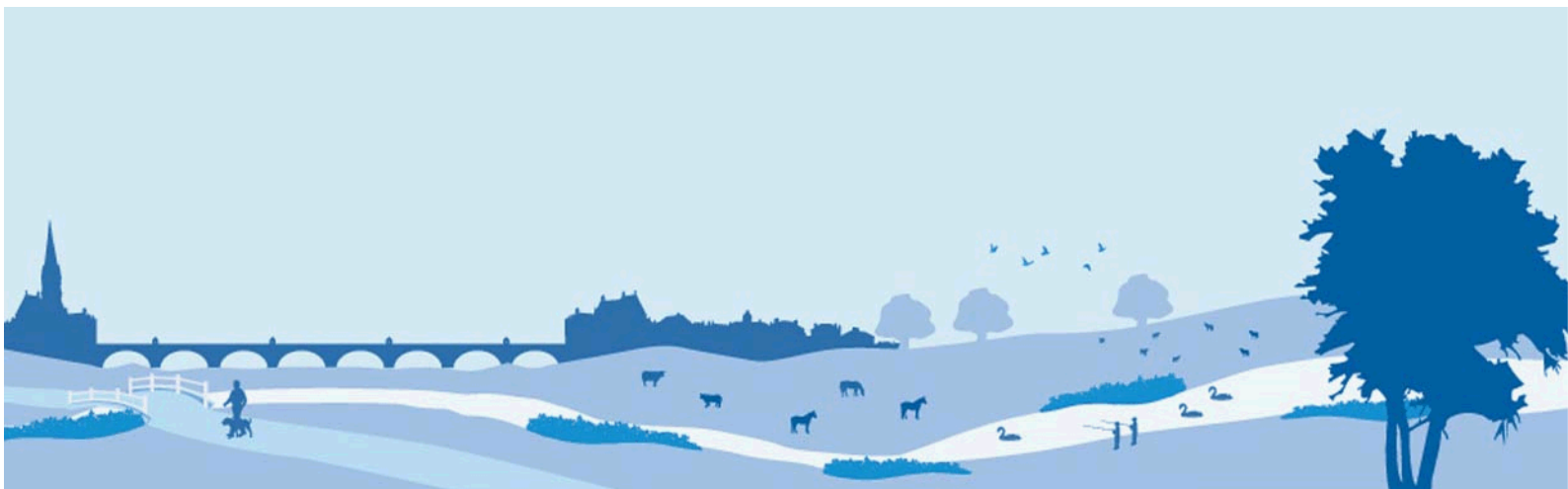
- **Solving and deciding**

*...is about having timely and open conversations about problems, giving and receiving challenge constructively and valuing advice. It's about working together to reconcile differences, explore options and identify the optimum solutions to fit the criteria. It's about making timely, well-supported, transparent decisions and communicating these clearly.*

- **Connecting with our stakeholders and communities**

*...is about developing and maintaining strong relationships with stakeholders, customers and the communities we serve. It's about engaging with communities early to listen to them and understand their diverse needs before decisions are made. It's about adapting our approach, communication and solutions accordingly, doing the right thing for our customers and communities, along with asking for and acting on their feedback.*





## Education and Professional Qualification Requirements

- Educated to degree level or equivalent, preferably in Engineering, Environmental or a related technical discipline.
- Project management qualification such as PRINCE2 Practitioner or APM Practitioner is required.
- Programme management qualification such as Managing Successful Programmes (MSP) Practitioner is desirable.
- Chartered professional member status of the ICE, IMechE, CIWEM, APM or similar, or commitment to achieve chartership within an agreed period.

## Other information about the role

Our advert and this candidate pack describe the day to day activities of the role, the team it operates within and the skills/experience we're looking for from applicants. This information should be read in conjunction with the job family role profile that we've provided.

In the Environment Agency, our roles are grouped by grade and similar characteristics into one of seven job families. Job families describe the work undertaken in broad terms. This enables us to use generic profiles to broadly describe 80% of the key accountabilities, skills and experience for each job family at each grade.

The role of Programme Specialist fits into our Asset Management job family at grade 7.

Please contact the vacancy manager if you would like to discuss the role in more detail.



## 4. Salary and benefits

Join us in this role and you will enjoy the following benefits:

<b>Grade Rate:</b>	Grade 7 - £55,819 up to £60,500 (pro-rata if part-time). Potential for more for exceptional candidates.
<b>Location:</b>	Warrington, Reading, Exeter – <b>there are separate adverts for each location – please submit a separate application for each location you wish to apply for.</b>
<b>Hours of work:</b>	37 hour FTE, Permanent
<b>Leave entitlement:</b>	<p>Your leave allowance in this role will be 27 days plus bank holidays (pro-rata - if part time).</p> <p>We also offer up to two days paid environmental outcome days each year. These give you the opportunity to take part in community activities with a clear environmental outcome for people and wildlife.</p>
<b>Pension:</b>	<p>We will enrol you into the Environment Agency Pension Fund (EAPF) on commencing employment, if your employment contract is for 3 months or more. The EAPF is part of the Local Government Pension Scheme (LGPS). It is a career average scheme, which means you will build up benefits based on your pay each scheme year rather than your final salary.</p> <p>We will base your pension contributions on your actual pay and you will receive tax and national insurance relief on your contributions. The pension contribution rates currently range between 5.5% to 12.5%. Whilst you are in the scheme we will also pay an employer contribution into your pension pot. We currently pay 18.5%, so this is a very generous scheme.</p>



## 4. Salary and benefits continued

### **Work/life balance:**

We support flexible working hours and practices to help you strike a good balance between your work life and your personal life. We will also encourage you to keep developing your skills and professional knowledge throughout your career.

### **Diversity:**

We are committed to diversity and inclusion. We aspire to be the best employer in the country for equality, diversity and inclusion (EDI) and want all our staff to feel valued and respected and to see this as a great place to work. From our EDI executive champions to our EDI employee networks, everyone has a part to play to embed equality, diversity and inclusion in our organisation. Diversity: it's in our nature.

### **Relocation:**

If you need to relocate to take up this role, we might be able to offer financial help with this. This will depend on your circumstances, so if it's something you are interested in, please discuss it with us to find out what the options are.



## 5. Further Information

The Environment Agency values a diverse workforce and welcomes applications from all sections of the community who wish to join a workforce which embraces difference and welcomes everyone.

We aim to create and maintain a diverse workforce (including our Board and Executives) that better reflects the UK's economically active population. Therefore, we particularly welcome applications from Black, Asian and Minority Ethnic (BAME), disabled, female and LGBT+ candidates who are under-represented across our workforce.

We will consider flexible working patterns for all our vacancies, including job share, so please include clearly any information regarding your preferred working arrangements on your application.

### **Eligibility to apply and continuity of employment**

Employment agency workers and contractors are considered to be external candidates and should therefore only apply for positions that are being advertised externally. They are also not eligible to claim continuity of employment should they be successful in securing a position with the Environment Agency.

If you have been a member of a Regional Flood and Coastal Committee in the last 12 months we will not be able to continue with your application based on agreed appointment rules related to employing ex-RFCC members. We would welcome an application from you once the 12 month period have passed.

For applicants who currently work in local government or other bodies listed in the Redundancy Payments (Continuity of Employment in Local Government etc.) (Modification) Order 1999, you may be eligible for continuous service for the purpose of calculating any future redundancy payment. In addition, if you can demonstrate that you have worked at the Environment Agency immediately before joining the Civil Service and are now being re-employed by the Environment Agency within a period of three years of leaving, you may also count your Civil Service employment for the purpose of calculating your service related entitlements as outlined above. If you are unsure of your status then you should contact your own HR Team.



## 5. Further Information continued

### Pre-employment Checks

We apply the Baseline Personnel Security Standard (BPSS) check when recruiting staff to our posts. This includes a basic criminal records check.

For the great majority of roles in the Environment Agency this will be sufficient and only certain roles will require a higher level of clearance. Should this be necessary, you will be advised of this during the recruitment process.

Positions based at our London office or roles that require frequent travel to London require CTC level security clearance. This will be confirmed to you during the recruitment process.

### Want to find out more?

To find out more about what it's like to work at the Environment Agency, please visit:  
<https://www.gov.uk/government/organisations/environment-agency/about/recruitment>





## 6. How to apply

We use an online recruitment system. To make the application process simple and straightforward, and so that you know how it works and what we need from you, we've put together a few hints and tips. Make sure you have all the information you need about the vacancy. For some jobs, you'll be asked to download a candidate pack, like this one, where you'll find specific application instructions.

The first thing you need to do is sign up to our recruitment system. You will need a valid e-mail address to log in and apply for opportunities, as all communication from us will be via e-mail. You can do this via the vacancy you are interested in by selecting '**Apply**' at the bottom of the advert.

Once you've clicked this link you'll then be asked:

- Do you have the right to live and work in the UK?
- Do you have the required qualifications or equivalent experience, which were stated in the job advert?
- Are you currently an employee of this organisation?

Simply answer yes or no and you can carry on with your application. You'll then see the '**Register**' page. Simply complete the details and select '**Submit Registration**' and register to the system. You only need to sign up to the system once; you'll just be able to login next time.

When it comes to the actual application, you need to fill out each section, please be aware that the system will automatically time out if you are inactive for more than 60 minutes. This will result in any unsaved information being lost so make sure you save what you are doing regularly. Once you've finished, your details and information will be saved on the system for any future applications – of course, you can edit your details at any point.





## 6. How to apply continued

When you apply to the Environment Agency for a job we will ask you to provide your personal data on our application form. We need this information so that we can establish your identity and your right to work in the UK.

You can read our Data Protection Statement on the application process page of our recruitment system. It is also available for reference on each page of the actual application.

### **Competence Questions/Statement**

We're keen to know what makes you right for the job you're applying for and why we should ask you in for an interview. The competence questions/statements are your chance to convince us!

You should demonstrate how your skills, qualities and experience meet the requirements of the job (as described in the job advert and candidate pack). And instead of simply telling us, show us: use real life examples of where you've used a certain skill or how you've practically applied your experience.

There's a 250 word limit per competence including spaces. It's a really important part of the selection process so make sure you keep your statement relevant and concise. Think about what we need to know about you and what you'd bring to the role and our organisation.

### **Application questions**

For some roles, we'll ask you some specific questions, like if you have a preferred work location. If you're disabled and you'd like to be part of our Guaranteed Interview Scheme, you can add this information in here.



## 6. How to apply continued

### **Equality and Diversity**

We're committed to reflecting the communities we serve and we'd like you to tell us about yourself and your background.

### **Submitting your application**

Once you've filled out and completed everything, you'll be prompted to submit your application. Simply click the button and you're done.

Please be aware that once you've submitted your application, with the exception of the 'Personal Details' section you will not be able to edit your application further. If you decide to withdraw your application, you will not be able to submit another application for the same vacancy.

If, at any stage, you have questions or problems, please contact the recruitment team on 0845 241 5350 or email [ea\\_recruitment@sscl.gse.gov.uk](mailto:ea_recruitment@sscl.gse.gov.uk)

### **Setting up 'job alerts'**

If you have been unsuccessful with your application you can set up email alerts for future vacancies. You will automatically receive an email when a job that matches your criteria becomes available. To do this simply click on '**create a new job alert**', enter your job criteria and save.