Job Description

<table>
<thead>
<tr>
<th>JOB TITLE</th>
<th>Transformation Programme Manager, UK and International</th>
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<tbody>
<tr>
<td>DEPARTMENT</td>
<td>Operations and Business Transformation</td>
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<tr>
<td>RESPONSIBLE FOR</td>
<td>No direct reports</td>
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<tr>
<td>RESPONSIBLE TO</td>
<td>VP, Operations and Business Transformation</td>
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<tr>
<td>CAREER LEVEL</td>
<td>5</td>
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**Role Overview**

The role of the Transformation Programme Manager within Operations and Business Transformation is responsible for delivering a high quality and professional programme & project management service to UK and International transformation.

Support the delivery of large programmes to CDW’s delivery standards.

The role requires effective co-ordination of assigned programmes & projects. Management of inter-dependencies including oversight of any risks and issues arising. It also includes (as required) the co-ordination with the Program Sponsor and CDW teams of the new capability for business use to enable effective change implementation and realisation of projected benefits.

The role entails on taking responsibility for ensuring that assigned programmes/projects are executed and completed adhering agreed time, quality, scope and costs parameters and that an appropriate level of governance is applied to maintain and manage risks, changes and issues.

Ultimately, the programme manager is responsible for the overall integrity and coherence of the programme. As such, they will develop and maintain the programme environment to support, maintaining focus, enthusiasm and momentum for each individual project within it.

**Role Responsibilities**

**Programme & Project Management Delivery**

- Planning and designing the programme (and/or highly complex / business critical large scale projects) and proactively monitoring its progress, resolving issues and initiating appropriate corrective action.

• Defining the programme’s governance arrangements in line with standards and best practice to meet both CDW needs
• Working with CDW internal teams and CWS to facilitate the appointment of individuals to project teams
• Ensuring the delivery of new products or services from projects is to the appropriate level of quality, on time and within budget, in accordance with the programme plan and programme governance arrangements
• Managing third party contributions to the programme
• Managing communications with all stakeholders (internally and externally)
• Managing both the dependencies and the interfaces between projects
• Managing risks, issues, assumptions & dependencies to the programme’s successful outcome
• Initiating extra activities and other management interventions wherever gaps in the programme are identified or issues arise
• Reporting the progress of the programme at regular intervals to the UK Leadership Team and Operations Leadership team
• Provide expert governance, documenting and managing programme and project scope, through effective change management throughout the project lifecycle, escalating and highlighting to relevant parties for resolution as necessary
• Financial control of all project work. Pro-active management of project budgets, tracking of forecast, actuals for cost and revenue. Timely invoicing of completed effort in T&M projects and milestones for Fixed Price engagements or where appropriate
• Acts as a mentor and initial escalation point for all work carried out by their team

Delivery Excellence

• Adhering to CDW’s delivery framework, deliver a high quality service
• Manage CDW’s legal, commercial and delivery risks by following documented delivery, approval and acceptance processes
• Ensuring effective quality assurance and the overall integrity of the programme
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- Managing and reporting on the programme's budget, expenditure and costs against delivered components and outcomes as the programme progresses
- Ensuring the delivery of new products or services from projects is to the appropriate level of quality, on time and within budget, in accordance with the programme plan and programme governance arrangements

**Typical Deliverables for the Role**

- Effective management of the programme delivery team
- Recognised credibility as a Programme and Project professional SME to act as the Lead delivery representative with internal stakeholders. To act and be seen as the accountable delivery resource in the department to resolve/deliver complex programmes and/or projects
- Acts as a mentor and delivery escalation point in all areas where they are considered a subject matter expert, providing expert-level knowledge and peer-level review in respect of issue resolution, standards, best practice, delivering quality experience
- Working closely with all third party teams as required
- Management of Project Coordinator
- Accountable for embracing and enhancing CDW’s brand and that of Operations and Business Transformation, inside and outside of CDW
- Ensures personal objectives and KPI targets are met, or exceeded
- Provides thought leadership and is supportive with the management and development of Project Coordinator
- Develop strong working relationships and work closely with all internal teams and stakeholders as required
- Help build a positive understanding of programme management throughout the organisation
- Deliver project and programme management briefings and presentations as required
- Maintain high standards of documentation throughout the entire programme and lifecycle for use in future programme activities
- Proactively support the implementation of Operations and Business Transformation strategies, processes and the compliance to these within own team(s)
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- Pro-actively identifies own training and development needs as required
- Ensure team compliance with departmental governance processes at all times

## KNOWLEDGE AND EXPERIENCE

### Knowledge
- Excellent leadership, interpersonal and communication skills
- The ability to command respect and to create a sense of community amongst the members of the project teams
- Expert knowledge of techniques for planning, monitoring and controlling programmes
- Expert understanding of business cases and benefits management/realisation
- Expert understanding of the procurement management including negotiation, contracting with and management of third parties
- Excellent knowledge of programme and project management methods including MSP and PRINCE2
- Excellent knowledge of budgeting and resource allocation procedures
- Ability to find ways of solving or pre-empting problems

### Experience
- A demonstrable track record of leading and developing teams and individuals within their responsibility
- A demonstrable track record of managing and delivering complex projects and programmes within a commercial environment
- A demonstrable track record of delivery within an MSP framework and an expert understanding of MSP principals, themes and transformational flow
- Experience of leading effective cross-functional teams
- Skilled at building strong relationships with internal and external stakeholders to respond effectively to business opportunities
- Strong commercial experience gained from working with a wide range of organisations and/or business sectors
- Experienced at successfully working with sales teams and other technical and business resources to capture requirements, consult on solutions and present commercial propositions
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- Strong delivery knowledge of IT transformational programmes of change
- Strong contract management skills with third party providers and sub-contractors
- Experience of identifying and implementing process / governance improvements

**Certifications**

**Desirable**

- Managing Successful Programmes (MSP) Practitioner/Advanced Practitioner – or equivalent professional qualification / standard
- Management of Value (MoV) Practitioner
- PROSCI Change Management Practitioner (or Experienced Practitioner)
- Six Sigma Black Belt

**PERSONAL ATTRIBUTES**

- Highly effective leadership, organisational and management qualities & skills with exceptional influencing, communication and presentation skills
- Passionate, professional, with a positive and ‘can-do’ attitude at all times to inspire others, a real “Team Player”
- Has the ability to command respect and to create a sense of community amongst the members of the project teams
- Communicates honestly, openly, and consistently and is approachable at all times, showing attention to detail and remains calm and patient when under pressure. Socially comfortable interacting at all levels within internal and external organisations
- Has the ability to lead and develop teams and individuals within their responsibility and professionally motivate, mentor, coach and nurture others with a positive attitude and influence to ensure their team is highly motivated, quality-minded, and commercially-focused
- Works on their own initiative, or as a team, towards agreed common goals
- Proactively seeks out training, shadowing, mentoring and other relevant learning and development opportunities to ensure that this continues to be the case
- Continually demonstrates initiative, always giving their best, and confident to lead and make decisions, improve their effectiveness and help others do the same,
acknowledging and assuming responsibility for their own actions, products, decisions and policies

- Takes responsibility for the delivery of quality and consistency in all that they do through a methodical approach and aims to get this right first time, every time
- Aims to deliver excellence and strive for continuous improvement by questioning everything and remaining constructively discontent and responding vigorously to change when needed
- Understands how to balance time, cost and quality to ensure successful outcomes
- Able to evaluate information quickly, identify key issues and formulate conclusions based on sound practical judgement & experience
- Flexible about wider business needs such as work locations; prepared to travel

**Core Values**

- Highly enthusiastic and motivated to achieve commercial, CDW, team and personal goals and targets
- Passionate about delivering excellence
- Ensures knowledge, skills, creativity, integrity and judgement is applied to deliver innovative, effective, efficient services and solutions of excellent quality
- Strives to build meaningful, transparent, collaborative and long-term relationships, where these are constructed to deliver mutually beneficial outcomes
- Dedicated to satisfying coworkers requests in a responsive and professional manner, by listening to these requests, understanding them and striving to consistently exceed their needs and expectations
- Seeks to build and maintain a culture of listening, understanding and responding flexibly, so that every contact is a personalised and positive experience