



Job Description and Person Specification

Programme Manager – Day Opportunities Transformation

Responsible to:	Chief Operating Officer
Responsible for:	Project Leads / Workstream Leads
Location:	Hybrid / Dorset-wide

Context

We are a trusted, local care and support provider, committed to delivering the highest standards at affordable prices. Our focus is on what matters most: compassionate, reliable support that meets the needs of the people we support and strengthens our communities.

Our vision is a world in which people thrive and at the heart of everything we do is a commitment to understanding individual needs and providing care and support that is truly person-centred. We offer warmth, compassion, and a personal touch in all our services.

We are trusted partners of the local authority, which reflects the high standards we uphold.

Care Dorset is embarking on a major transformation of its Day Services across the county to ensure it is modern, inclusive, financially sustainable and aligned with the needs and aspirations of people who draw on support.

The role

The Programme Manager – Day Opportunities Transformation, will play a critical role in shaping and delivering the re-design of Day Opportunities, working closely with colleagues across Care Dorset, Dorset Council, families, people who use services and community partners.

This 18-month fixed-term role is responsible for leading a multi-disciplinary programme of change and ensuring coherent planning, delivery and evaluation.

Key responsibilities

1. Leadership

- Act as an ambassador for Care Dorset's vision, values and strategic priorities.
- Provide expert programme leadership ensuring delivery to high standards.
- Foster collaborative working across teams and partners.
- Champion a culture of co-production with people we support, their families and carers.

2. Programme strategy and delivery

- Lead the design, delivery and evaluation of a whole-system transformation programme.
- Develop programme plans, business cases, implementation plans and risk registers.
- Ensure alignment with organisational strategy and best practice.
- Oversee key workstreams such as service redesign, estates planning and financial modelling.
- Ensure data and evidence shape programme recommendations.

3. Stakeholder engagement and co-production

- Lead engagement with people who use services, families, colleagues and partners.
- Work closely with Dorset Council through the Advisory Panel to ensure alignment with commissioning intentions.
- Support governance groups, steering groups and co-production panels.
- Present programme updates confidently with stakeholders.

4. Programme governance and assurance

- Ensure robust programme governance and risk management.
- Monitor delivery milestones, budgets and resources.
- Commission and oversee external expertise where required.
- Ensure compliance with consultation requirements and equality impact assessments.

5. People management

- Provide leadership and support to project and workstream leads.
- Foster a high-performing culture focused on communication and improvement.
- Support development of project and change management capability

In addition, the Programme Manager will be expected to undertake required training, adhere to Care Dorset policies and embody Care Dorset's values and behaviours.

These responsibilities and accountabilities are not restrictive, and the role may be required on occasion to undertake other duties. This will not substantially change the nature of the role.

Person specification

Qualifications and experience

1. Educated to degree level or equivalent relevant experience.
2. Experience leading complex transformation programmes in social care or related sectors.
3. Experience with programme/project management methodologies.
4. Experience developing business cases and financial modelling.
5. Experience working with people who draw on services in a co-productive way.
6. Experience leading multi-disciplinary teams.
7. Experience managing stakeholders, including commissioners and partners.
8. Budget and risk management experience.

Skills and knowledge

9. Highly effective communicator.
10. Strong analytical and problem-solving skills.
11. Skilled in facilitation, negotiation and influencing.
12. Knowledge of adult social care policy and Day Services models.
13. Ability to work at pace with competing priorities.

Personal qualities

14. Organised, adaptive and resilient.
15. Collaborative and values-driven.
16. Self-aware and able to work independently.
17. Commitment to inclusion and equitable outcomes.

Desirable criteria

18. Programme/project management qualification (e.g., MSP, PRINCE2).
19. Experience of estates planning or service redesign.

20. Experience with digital transformation or assistive technology.

21. Coaching or change-management qualification