

United Kingdom Jobs Expertini®

Program Director- Shared Services

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Company: HM Revenue & Customs

Location: England

Category: other-general

Shared Services Programme Director- HMRC Locations: Glasgow, Manchester, Newcastle Upon Tyne, Preston Every individual and business in the UK are a direct customer of HMRC, as we collect the money that pays for the UK's public services and gives those who need it vital financial support. In the current economic climate, our work never has been more critical. We are one of the largest and most digitally focussed organisations in the UK and are undergoing a thrilling strategic change programme, underpinned by a substantial enterprise system and shared services capability, led by HMRC but spanning several departments. Our team of 4,000 digital experts is in fact undertaking one of the biggest digital and technology transformations in, as we drive towards a high performing landscape of innovative technology. This era will see us cement our position as a fiscal world leader, with a real-time, resilient, and fully digital tax system. A critical part of our technology transformation is the continued development of a Major Shared services programme between HMRC, the Department for Transport and the Department for Levelling up, Housing and Communities (DLUHC). This programme is part of the Government Major Programmes portfolio, hence requires close engagement with both the Cabinet Office and Treasury. The role of Programme Director will support the vital and broad reaching work of HMRC throughout the UNITY programme as we adopt technology best practice and drive critical efficiencies and performance improvements. The work you do will modernise the experience for 100,000 employees and in turn millions of Britons every day. As our new Shared Services Programme Director, you will ensure that the decisions that we make are consistent with the overall strategic road maps for the programme, acting as an authoritative

and strategic leader across an array of critical and high-performing function. You will also partner with a diverse group of stakeholders to lead in a critical shared service transformation. Being a senior leader of this function, you will sit at the very heart of this high-profile transformation, ensuring that a future Civil Service becomes more effective in supporting the nation. To ensure your success in the role it will be critical that you can:

- Establish and lead a successful Shared Service transformation programme.
- Oversee the delivery of multiple major programmes in a large and complex organisation at scale (£multi-million).
- Lead transformational change, underpinned by business process optimisation, and adopt e.g. Cloud or Automation technologies to drive efficiencies.
- Be an effective and confident leader, building diverse teams and drive a positive working environment across internal and external teams and suppliers.
- Demonstrate effective Stakeholder management and influencing skills, with proven experience of engaging successfully at the most senior levels.
- Relevant qualifications in Project Delivery (e.g. APM, Prince 2, MPLA)
- Be a great problem solver, ensuring technical and service design are aligned with programme strategy and scope.
- Maintain a key focus on supporting all 90000 colleagues across the 3 departments of the Unity programme to provide a great programme delivery experience through transformation.

As an established expert and leader within the field of Programme Delivery you will have extensive experience of guiding a complex portfolio of projects across a shared services organisation through a significant period of change or transformation. This role is open to public sector and private sector candidates and would suit someone with experience of working inside large scale organisations. Your work and legacy will affect millions of people and raise your profile across Government to the highest levels as an expert in high-profile programmatic leadership. For further information or to apply please email HMRC-UnityPD@global-resourcing.com or contact Becca Connor or Dave Flynn on 020 8253 1806 to arrange an informal conversation.

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