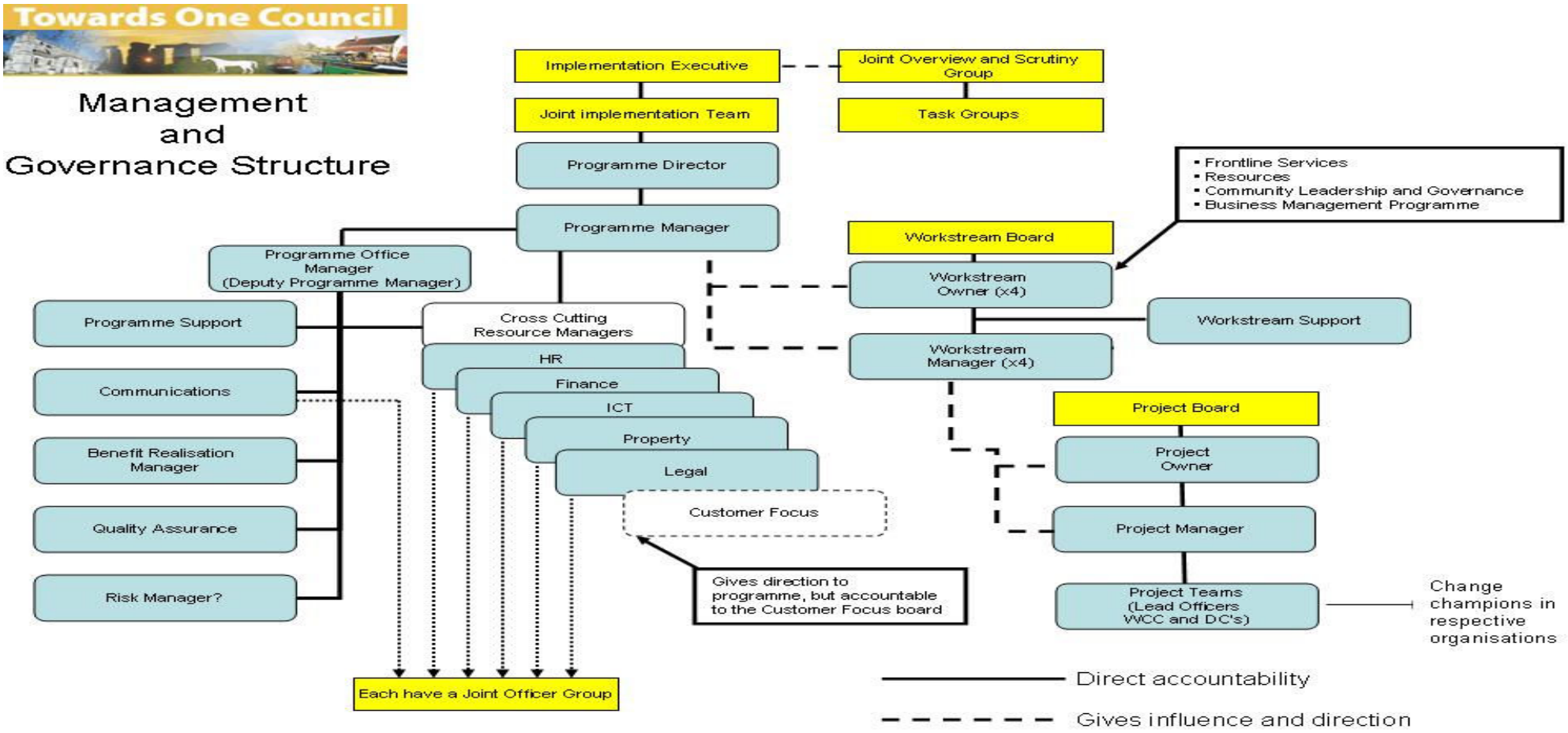
Appendix 1 – Governance and Management Structure



- **Programme Director** - Accountable to the Implementation Executive. The chair of the Implementation Team and the officer ultimately accountable for the delivery of the programme's objectives and benefits
- **Programme Manager** - Accountable to the Programme Director. Responsible for the day to day activity of the programme, ensuring that the Workstreams and their associated projects are delivering to agreed deadlines and specification.
- **Workstream Owner** - Accountable to the Programme Director for the successful delivery of Workstream objectives and its associated benefits
- **Workstream Manager** - Accountable to the Workstream Owner, however will also receive direction from the programme manager and responsible for the day to day management of workstream activity
- **Lead Officer** - Accountable to the Worsktream Owner. Responsible for the design and delivery of the new redesigned service and its associated benefits
- **Project Manager** - Accountable to the Lead Officer however will also receive direction from the workstream manager. Is responsible for the day to day activity of the project, ensuring that objectives are delivered to agreed deadlines and specification.
- **Cross Cutting Resource Managers** - Accountable to the programme manager. Responsible for supporting the technical aspects of the transition by developing frameworks that will meet the requirements of the new organisation

The Programme Office

- Managing the connections and dependencies across the workstreams (this is to ensure that the activity of one does not undermine the delivery of the others)
- Managing and deploying the cross cutting resources that support the delivery of the overall programme e.g. Communications, HR, ICT, Finance etc.
- Ensuring that the cashable and non-cashable benefits identified by the programme are delivered (this will mean accurately calculating our 'baseline' now, and then monitoring our progress towards agreed targets in the future)
- Managing and maintaining all necessary programme documentation and information.
- Implementing effective budget management procedures that enable the production of up to date and accurate monitoring reports, ensuring that budget targets are met.
- Design, implementation and updating of standard programme and project management procedures (including authorisation routes, quality assurance activity, risk management, benefit management and reporting requirements)