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| Job title: *Global Programme Lead (Service Now)* | Location: *Various* |
| Function: *People Services* Reports to: *Global Head of People Programmes & Analytics* | No. of direct reports: *TBC*No. of non-direct reports: *TBC* |
| Budgetary responsibility: *N/A* | NGR/P&L: N/A  |
| Purpose of role |
| We’re Entain. Our vision is to be the world leader in sports betting and gaming entertainment by creating the most exciting and trusted experience for our customers, revolutionising the gambling space as we go. We're home to a global family of more than 25 well-known brands, and with a focus on sustainability and growth, we will transform our sector for our players, for ourselves and for the good of entertainment.*Our People Programmes & Analytics team strive to create and deliver a seamless and positive people experience across the entire employee lifecycle. Our aim is to have solid foundations for our People practices, and develop efficient and compliant people processes and systems.**We are seeking someone who will be responsible for overseeing and managing the governance, design and implementation of our Service Now HR programme(s). You will be a strong leader who can convert strategic vision into a practical plan of delivery to maximise benefits to the business. You will be confident managing across multiple workstreams, coordinating various initiatives, ensuring alignment with business goals, and driving the successful execution of the programme(s). Your responsibilities will include direct and indirect management, coaching and development of project teams, ensuring the appropriate capability and capacity management across the team. You will develop and embed programme governance to ensure the right level of decision-making and control across the programme(s).* *This role will be key in delivering to our strategy and will demonstrate exceptional leadership and influencing skills, and the ability to collaborate effectively with cross-functional teams on a global scale. We are looking for someone to challenge our assumptions and ways of working, and see every challenge as an opportunity for improvement.*  |
| Key Responsibilities |
| * *Design, develop and embed programme governance*
* *Develop and implement comprehensive programme plans, including scope, objectives, timelines, and resource allocation*
* *Lead and motivate project teams to achieve programme goals and deliverables*
* *Coordinate and communicate with stakeholders to ensure alignment with programme objectives and expectations*
* *Monitor programme progress and performance, identifying and addressing issues or risks as they arise*
* *Conduct regular project reviews and evaluations to assess effectiveness and identify areas for improvement*
* *Manage programme budgets as needed and resource utilisation to ensure financial objectives are met*
* *Foster a culture of collaboration, innovation, and continuous improvement within the programme team*
* *Prepare and present regular status reports and updates to senior management and stakeholders*
* *Ensure compliance with organisational policies, procedures, and regulatory requirements*
* *Provide mentoring, guidance, and development support to project team members to enhance their skills and capabilities*
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| Specialist skills and experience |
| *Essential:* * *Demonstrable experience in delivering Service Now HR projects and programmes*
* *Professional qualification in Portfolio or Programme Management (e.g. MSP or other)*
* *Technology savvy, self-starter with strong business insight and judgment to navigate ambiguity and lead through change in a fast-paced environment with strong written and oral communication skills*
* *Proven experience as a Programme Manager, managing large scale, complex business and technical programmes and projects from initiation to completion across a global landscape*
* *Working knowledge of enterprise resource planning (ERP) platforms e.g. Oracle, and data/ integration projects*
* *Strong leadership, communication, and interpersonal skills, with the ability to influence and inspire cross-functional teams.*
* *Experience in direct and indirect line management, and matrix management cross functionally*
* *Excellent organisational and problem-solving abilities, with attention to detail and a focus on results.*
* *Proficiency in project management tools and software and MS Office applications.*
* *Knowledge of best practices in programme management, change management, and continuous improvement methodologies.*

*Advantageous:* * *People Function background - experience within People Operations or Service Delivery*
* *Experience with HR systems (e.g. Service Now, Applicant Tracking Systems)*
* *Experience working in a large, global tech company or other fast-paced environments*
* *Experience establishing Programme governance*
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| Diversity and equal opportunities: As a global employer, Entain is committed to providing a safe, fun, and inclusive culture where our people feel like they truly belong.We are a multicultural business that values, celebrates and respects individual differences, so whatever your sexuality, gender, gender identity, ability, age, race, religion or belief, you will have a voice here, and the space to do your best work.Our diverse internal networks provide the support for you to express your views and make a positive difference, all for the good of entertainment. |