

# JOB DESCRIPTION

<b>JOB TITLE</b>	Programme Support Officer
<b>GRADE</b>	Band G
<b>REPORTING TO</b>	Corporate PMO Manager
<b>JD REF</b>	CSUP0022G

## PURPOSE

To support the Programme Management Office (PMO) in the co-ordination, delivery and monitoring of Strategic Change programmes and projects to assist the Council to meet its corporate and strategic priorities.

## MAIN DUTIES AND RESPONSIBILITIES

1. Develop and maintain project management monitoring and information systems
2. Support the programme governance structures to ensure programmes are appropriately governed, agenda papers are collated and distributed, and actions and decisions are logged.
3. Actively pursue matters arising from meetings and chase progress to ensure speedy, accurate and effective follow up actions
4. Work closely with Programme Managers, Project Managers and Business Analysts to identify and escalate slippage in project tasks.
5. Maintain, control and update programme and project information
6. Provide standard and customised reports as required from the project management system to enable effective monitoring and decision making.
7. Ensure that reporting deadlines are achieved, chasing information as required and challenging the quality of the component data
8. To take responsibility for delivering projects as required ensuring adherence to all PMO requirements throughout the project life cycle.
9. Support the PMO resource management function with the acquisition of resources by maintaining relationships with external organisations that can supply resources; contract agencies for staff, plant, equipment, building space etc.
10. Provide 1<sup>st</sup> line resolution for Programme and Project enquiries and project management software issues and problems; record requests for assistance, escalating to senior members of the PMO as necessary and track requests to resolution.

11. Process expenditure requests, requisitions, invoices, and other financial documents as necessary
12. Provide and deliver Project Lifecycle and other relevant training and guidance as appropriate
13. To facilitate project meetings, stakeholder and risk workshops and conduct reviews required to deliver bespoke Projects.
14. To develop and maintain collaborative working relationships with both internal and external stakeholders

## ROLE SPECIFIC KNOWLEDGE, EXPERIENCE AND SKILLS

### Qualifications:

- Minimum NVQ Level 3 or equivalent in a relevant field

### Knowledge & Skills:

- Ability to use processes and tools to capture progress against project plans and manage information flows
- High proficiency in MS Office applications including Word, Excel, Outlook, PowerPoint and project management tools such as MS project, including excellent keyboard skills.
- An ability to access reference material and information as required
- Highly developed interpersonal skills with the ability to deal appropriately with a wide range of contacts often at senior level
- Ability to communicate effectively in writing and orally.
- Ability to maintain confidentiality and operate with discretion and integrity, recognising the commercial and sensitivity of some initiatives.
- Excellent planning and organisation skills.
- Capable of working to and meeting multiple deadlines in a challenging and dynamic environment with a high level of autonomy, using own initiative.

### Experience:

- Experience of providing effective and efficient project support in a complex and high paced organisation



## DESIRABLE KNOWLEDGE, EXPERIENCE AND SKILLS

### Qualifications:

- Project management qualification (Prince2 Foundation or Practitioner or equivalent)
- Degree or equivalent

### Knowledge & Skills:

- A broad knowledge of local government and the role of Councillors.
- Ability to analyse complex data and draw conclusions
- The ability to make best use of all technologies available (such as i-Pad, Lync, SharePoint, Concerto or equivalent) for more effective meetings and information availability.

### Experience:

- Experience of supporting projects or programmes within a PMO.
- Experience of using project management software Experience of providing effective programme and project assurance
- Recent experience of working as an entry level Project Manager

## ADDITIONAL INFORMATION

The postholder must be able to travel across the borough

Able to work outside traditional hours, of a weekend and evening as required, adopting an agile working approach in response to business requirements.

**DATE OF APPROVAL: 18 MAY 2022**

**APPROVED BY: DAVINDER GILL – CORPORATE PMO  
MANAGER**

