

Job Description

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| Job Title | Programme Support Officer |
| Grade | Band G |
| Reporting To | Programme Co-Ordinator |
| JD Ref | 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

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Communication, Engagement and Training:

- Provide standard and customised reports as required from the project management system to enable effective monitoring and decision making
- Actively pursue matters arising from meetings and chase progress to ensure speedy, accurate and effective follow up actions
- Work closely with Programme Managers, Project Managers and Business Analysts to identify and escalate slippage in project tasks
- To develop and maintain collaborative working relationships with both internal and external stakeholders
- 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
- Provide and deliver Project Lifecycle and other relevant training and guidance as appropriate
- To facilitate project meetings, stakeholder and risk workshops and conduct reviews required to deliver bespoke Projects.

Data Analysis and Decision-Making:

- Maintain, control and update programme and project information
- Support the programme governance structures to ensure programmes are appropriately governed, agenda papers are collated and distributed, and actions and decisions are logged.

- Provide 1st 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.

Financial

- Process expenditure requests, requisitions, invoices, and other financial documents as necessary

Performance Management:

- Support the Project Management Framework including methods, tools and templates and ensure projects and programmes being managed are delivered in accordance with Framework standards.
- Develop and maintain project management monitoring and information systems
- Ensure that reporting deadlines are achieved, chasing information as required and challenging the quality of the component data
- To take responsibility for delivering projects as required ensuring adherence to all PMO requirements throughout the project life cycle.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Ensure that all service initiatives adhere to relevant legislation, policies and practices.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- Minimum NVQ Level 3 or equivalent in a relevant field
- *Desirable - Project management qualification (Prince2 Foundation or Practitioner or equivalent)*

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



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

Experience

- Experience of providing effective and efficient project support in a complex and high paced organisation
- *Desirable – Experience of supporting projects or programmes within a PMO.*
- *Desirable - Experience of using project management software*
- *Desirable - Experience of providing effective programme and project assurance*
- *Desirable - Knowledge and experience of using Power BI (eg importing data and developing dashboards).*
- *Desirable - Recent experience of working as an entry level Project Manager*

Additional Information

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: Marie McDonald (Corporate PMO Manager)

Date Of Approval: 21 August 2024



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