



**JOB DESCRIPTION (JD)
AND EMPLOYEE
SPECIFICATION (ES)**
Standard Template

JOB TITLE:	Programme Officer		
GRADE: JOB CODE:	Grade 8 CG91PROJG8	SERVICE AREA:	Digital & Transformation
REPORTS TO:	AD Digital & Transformation	LOCATION:	Council House/Civic Centre
SPECIAL CONDITIONS:	<p>Working outside of standard office may be required. There is a requirement to work flexibly at all times with due regard to prevailing workloads and priorities. Attendance at evening and other out-of-hour meetings as required although this is not expected to be regular or routine.</p> <ol style="list-style-type: none"> 1. Political activities of the post are restricted under the Local Government and Housing Act 1989 2. Attendance at Council meetings and any associated public meetings including occasional evening and weekend working may be required 3. Casual car allowance 4. Confidentiality to be maintained at all times 5. This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. The Post holder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English 		

1. Main purpose of the job role:

- Working closely with the Director of Digital & Transformation and Programme Management Office across a number of transformation themed groups
- To support the development and delivery of the Council's transformation agenda through working alongside lead officers and partners as necessary in the co-ordination; monitoring and where required leading on aspects of the transformational agenda.

2. Role specific duties and accountabilities:

- To support the successful delivery of complex business change projects by providing project expertise to develop appropriate programme and project tracking requirements in accordance with the Council's Transformation Board requirements.
- To document key actions from the Transformation Programme meetings and associated meetings whilst ensuring that such actions are progressed and ultimately concluded in a timely manner.
- Develop metrics and appropriate documentation on behalf of the Transformation Programme to ensure that plans and milestones are captured and tracked, risks and issues are captured and reviewed, budgets are established and tracked and outcomes (which can be financial benefits) are defined and tracked.
- To provide advice, guidance and support to non-specialists and work effectively alongside other project managers across the Council in connection with the Council's Transformation Programme.
- To allocate work to others and check the completion of this work to ensure the success of the project.
- To champion the development of the Council's transformation programme by reviewing its appropriateness against national good practice activity to ensure that it remains fit for purpose and delivers the required outcomes

- Prepare timely and accurate programme and project reports for the programmes, Council's Transformation Board and directorate and Corporate Management Teams as necessary.
- Facilitate workshops and stakeholder sessions as identified to capture ideas; data; opinion and requirements for future initiatives and potential projects.
- To initiate and run health check reviews of projects including monitoring of expenditure of a given budget and recommend where changes could be made to support improvement.
- Communicate as necessary with key stakeholders on behalf of the programme or project(s).
- Co-ordinate, create and provide programme and project management training to lead officers, programme/project managers and members.
- Analyse and produce programme and project status reports and consolidated management reports to support the Transformation Programme, the Transformation Board, directorate performance boards, portfolio holders, cabinet and scrutiny committees as required.
- To provide project management support and expertise in the delivery of business change projects associated with the work of the Themed Groups.
- Assist with the planning, delivery and control of organisational change management programmes, including the management and successful delivery of projects.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE Programme Officer	GRADE G8	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: refer to corporate behaviours document		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
Abilities/Skills: (refer to JE guidance document)		
Clear, strategic and creative thinker able to develop business change solutions collaboratively with managers, staff and partners	A/I	3
Able to successfully lead and manage business change initiatives to add value to service and service delivery	A/I	3
Able to effectively negotiate and influence in a challenging environment whilst building partnerships, alliances and networks.	A/I	3
Able to maintain own individual work load and outputs within agreed time scales and deadlines	A/I	3
Able to create and maintain an effective system of document management including file naming convention and version control as well as effective change control procedures, such as highlight reports, issues logs, programme and project risk.	A/I	3
Able to conduct research via the internet and other relevant methods to source required information for use in current and future programmes or projects	A/I	2
Ability to contribute and develop robust business cases which will support services in identifying which activity should be developed further into delivery plans.	A/I	2
Able to respond flexibly to ensure team programmes and projects are kept on track.	A/I	3
Able to evidence the clear and logical application of project management methodology through their track record of delivery of projects.	A/I	3
An understanding of information governance and how it impacts on business change activity.	A/I	2
Clear communicator with good written, oral and presentation skills including the ability to receive and present, fairly complex, sensitive or contentious information to individuals of all levels across the council <i>NOTE: The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post</i>	A/I	3

Able to evidence where strong influencing and negotiating skills have been used across all levels of staff and elected members		A/I	2
Highly customer focused		A/I	3
Motivated, resourceful and resilient		A/I	2
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.			
Significant experience in project management within a Business Change programme environment, having evidence of delivering a number of change initiatives covering cultural, process and technology change.		A/I	3
Able to evidence the competent use of highly complex Project software to a high level e.g. MS Visio, MS Project, Mindmanager, MS Sharepoint		A/I	3
Evidence of continuous professional development (where applicable)		I	2
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.			
Educated to degree level OR significant experience in a programme management office environment.		A	
A recognised project management qualification OR significant experience in a programme management office environment.		A	
Other Essential Requirements			
An awareness of, and commitment to, equality of opportunity		I	2
Awareness of, and commitment to, confidentiality and handling data		I	2
Prepared by:	Caroline Brom	Date:	08/06/2021