JOB TITLE:	ICT Programme and Project Officer		
GRADE: JOB CODE:	Grade 8 RT4PROGG8 JE Checked 17/12/2021	SERVICE AREA:	Digital & Transformation
REPORTS TO:	ICT Programme Manager	LOCATION:	Civic Centre
SPECIAL CONDITIONS:	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. 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. Confidentiality to be maintained at all times 4. 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:

- To work as a member of the Programme Management Office within ICT, supporting the delivery of ICT programmes and projects.

2. Role specific duties and accountabilities:

1. To support the successful delivery of complex ICT programmes and projects by providing project expertise to develop appropriate programme and project tracking requirements in accordance with best practice approaches for programme and project management.

2. Develop metrics and appropriate documentation on behalf of the Programme Management Office to ensure that robust project plans are developed, 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.

3. To project manage the delivery of small to medium sized (up to £150K of expenditure value) ICT projects in accordance with best practice methodology.

3. Corporate duties and accountabilities:

To provide advice, guidance and support to ICT technical teams on good practice in the use of programme and project management methodologies, tools and techniques.

To support the ICT Portfolio Manager to develop and maintain ICT's approach to programme and project management through reviewing appropriateness against national good practice activity to ensure that it develops and remains fit for purpose to be deployed within the Council.

To log, manage and analyse information on the progress of ICT programmes and projects

Prepare timely and accurate programme and project reports for programme and project boards,
directorate performance boards, Corporate Management Team and other stakeholders as required.

Facilitate workshops and stakeholder sessions to capture ideas and requirements for future initiatives and potential projects.

To initiate and run health check reviews of projects and recommend where changes could be made
to support improvement.

Work closely with the corporate transformation programme to ensure that there is alignment of
business and technical requirements.

Communicate as necessary with key stakeholders ranging from Members, Senior Managers, Council staff, partner organisations and members of the public on behalf of the programme or project(s). Communicate developments on initiatives to Directors, directorate performance boards,
managers, Heads of Service and Elected Members.

Co-ordinate, create and provide programme and project management training to senior responsible owners, project executives, programme/project managers and Members.

Analyse programme and project status reports and produce consolidated management reports to
support Corporate Management Team (CMT), Programme and Project Directors, directorate
performance boards, portfolio holders, cabinet and scrutiny committees.

Assist with the planning, delivery and control of ICT programmes and projects, including the management and successful delivery of small to medium size ICT projects (up to £150k of expenditure value) according to best practice project management methodology.

GENERIC CORPORATE ACCOUNTABILITIES

Contribute to the management of staff and services of the Council in a manner that builds ownership and commitment and promotes a strong performance culture that connects strategies to action, provides accountability and delivers results. To lead projects as required.

Lead areas of activity and promote effective cross-directorate working so as to deliver integrated solutions that optimise the use of resources and achieve Best Value and continuous improvement.

Ensure that the services provided are fully compliant with Council strategy, vision, aims, objectives and priorities and play their part in achieving these. This includes

compliance with Standing Orders and Financial Regulations. Where applicable, to manage budgets and other resources.

Develop and promote effective partnerships with government departments, professional bodies and other organisations to promote the Council's interests and build its reputation.

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.

The postholder will promote the Council's Health and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.

GENERIC SERVICE DELIVERY ACCOUNTABILITIES

A   Services

To develop/support and promote a strong customer-focussed performance culture within the service team, ensuring the provision of cost effective, efficient, high quality services to the Council, its members and its departments in line with their identified needs.

Ensure services are provided to the highest possible standards within the resources available. To implement effective systems for setting targets, managing performance, reporting systems, identifying and overcoming weaknesses and delivering sustained improvements.

To ensure services proactively support internal and external partners in areas of their work which have a relevant dimension. Where applicable, to negotiate service level agreements with client departments/project coordinators/partners to ensure roles and responsibilities are clearly understood and that the outcomes for the postholder's services are achievable. To provide analyses and reports as appropriate.

Provide clear, balanced and accurate advice and guidance to the senior management team on issues arising within the postholder's areas of responsibility.

To ensure that all data pertaining to the delivery of the service is accurate and that the monitoring and review of processes and practices relating to data is timely and robust. Where significant issues are identified appropriate remedial action is taken to address them.

C   Quality

To support the development of a culture of continuous quality improvement within the services for which the jobholder is accountable, providing advice and encouragement for the implementation and monitoring of quality policies, standards and systems.

To promote the importance and benefits of quality and to lead the continued achievement of quality standards, including other relevant quality accreditations.

To ensure that output and quality of work is of the highest standard and accords where appropriate with current regulations/legislation/Council standards.

To promote/lead in the development and implementation of new ways of working and modernised service delivery, including the use of e-working.

D   Resources

To negotiate and/or manage the financial resources required to support the Project deliverables and to manage service provision within the allocated budget.

To manage the effective planning, deployment and control of the resources available so as to enable the achievement of agreed targets, objectives and standards. To

restructure services as necessary, adhering to Working Smarter principles to ensure resources are deployed to optimal effect.

To maximise opportunities for external funding in so far as these are compatible with agreed Business Plans and corporate objectives.

To manage and monitor all service budgets as appropriate and ensure probity and stringent financial control is implemented ensuring maximum cost efficiency in all aspects of management and administration.

E   General

The postholder must also undertake other duties within his/her competence or otherwise appropriate to the grading of the post as required.

This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be reviewed periodically to ensure it remains appropriate for the role.

The areas for which the jobholder is responsible will be kept under review and may change over time in response to emerging priorities and organisational development.

The nature of this post is such that there may be a requirement to visit other locations in the course of their duties and therefore a casual car users allowance will be applicable

DATE PREPARED: 1st October 2009 updated 3rd February 2017 updated August 2019

JOB TITLE ICT Programme and Project 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:		
Clear, strategic and creative thinker able to develop IT change solutions collaboratively with service users and managers.	I	3
Able to successfully lead and manage small to medium IT change initiatives to add value to service and service delivery	I	3
Able to effectively negotiate and influence in a challenging environment whilst building partnerships, alliances and networks.	I	3
Able to maintain own individual work load and outputs within agreed time scales and deadlines	I	3
Able to create and maintain an effective system of document management, monitoring and change control procedures including file naming convention and version control, highlight reports, issues logs, programme and project risk registers	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	I	2
Ability to contribute to and develop robust business cases which will support services in identifying which activity should be developed further into delivery plans.	I	2

Able to respond flexibly to ensure team programmes and projects are kept on track.	I	3
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	3
Able to evidence where strong influencing and negotiating skills have been used across all levels of staff and elected members	I	2
Highly customer focused	I	3
Motivated, resourceful and resilient	I	2
An awareness of, and commitment to, equality of opportunity	I	2
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Able to evidence the clear and logical application of Prince2 project management methodology through a track record of delivery of small to medium sized projects.	A/I	3
An understanding of council policies and procedures, particularly relating to financial management, procurement and contracts.	I	2
An understanding of information governance and how it impacts on change activity	I	2
Significant experience in project management within an IT change/programme environment, having evidence of delivering a number of small to medium sized 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	I	3
Experience of minute/note taking, record keeping and action logs and following up actions independently	A/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/I	3
A recognised project management qualification or significant experience in a programme management office environment	A/I	3
Prepared by:	Carol Williams Sharon Clarke (reformatted)	**Date:**	Dec 2017 August 2019