



<b>JOB TITLE:</b>	Project Support Officer		
<b>GRADE:</b>	G5	<b>SERVICE AREA:</b>	ICT
<b>JOB CODE:</b>	RT229PROJG5 JE checked 03/06/2021		
<b>REPORTS TO:</b>	ICT Programme Manager ICT Project Manager	<b>LOCATION:</b>	Civic Centre
<b>SPECIAL CONDITIONS:</b>	Working outside of standard office hours may be required. There is a requirement to work flexibly at all times with due regard to prevailing workloads and priorities.		

**1. Main purpose of the job role:**

- To provide a project support/administration service across ICTs Programme and Project Delivery Team

**2. Role specific duties and accountabilities:**

**Key Responsibilities and Objectives:**

1. To support the Programme and Project Team in the successful delivery of ICT programmes and projects
2. To update and maintain documentation on behalf of the Programme Management Office.
3. To assist with the development of project plans, ensuring that milestones are captured and tracked, risks and issues are captured and reviewed, budgets are tracked and outcomes are defined and tracked.
4. To provide support to and assist with the delivery of small to medium sized (up to £150K of expenditure value) ICT projects in accordance with best practice methodology.
5. To assist with the planning and facilitation of workshops to a wide range of audiences including third parties, Elected Members, Senior Managers and end users.

**Duties and Activities:**

1. To support ICTs Project Management Office (PMO) in maintaining ICT's approach to programme and project management.
2. To assist with the logging, management and analysis of information on the progress of ICT programmes and projects
3. To assist with the preparation of timely and accurate programme and project reports for programme and project boards, directorate performance boards, Corporate Management Team and other stakeholders as required.

4. To assist with the facilitation of workshops and stakeholder sessions to capture ideas and requirements for future initiatives and potential projects.
5. To assist with health check reviews of projects and suggest where changes could be made to support improvement.
6. 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).
7. To co-ordinate project related training for all audiences.
8. To assist with the analysis of programme and project status reports.
9. To assist with the production of consolidated management reports to support Corporate Management Team (CMT), Programme and Project Directors, directorate performance boards, portfolio holders, cabinet and scrutiny committees.
10. To communicate verbally with customers and provide advice and/or information in accurate spoken English.

### **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.



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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	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b> refer to corporate behaviours document		
<b>Professionalism</b> - 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.	I	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
<b>Accountability</b> - 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.	I	3
<b>Transparency</b> - 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.	I	3
<b>Ethical</b> - 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.	I	3
<b>Abilities/Skills:</b> (refer to JE guidance document)		
Able to maintain own individual work load and outputs within agreed time scales and deadlines	I	3
Able to respond flexibly to ensure team programmes and projects are kept on track.	I	3
Clear communicator with good written and oral skills including the ability to meet external suppliers and create a hospitable environment	I	3
Highly customer focused	I	3
Motivated, resourceful and resilient	I	2
Clear and creative thinker able to work collaboratively across a team	I	3
Able to assist others to successfully lead and manage small to medium IT change initiatives to add value to service and service delivery	I	3
Able to build effective partnerships, alliances and networks	I	3
Able to maintain an effective system of document management, monitoring and change control procedures including (but not limited to) 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

Able to and demonstrate knowledge and practice of Equality of Opportunity		I	2
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.			
Able to demonstrate knowledge and application of Prince2 project management methodology		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
Demonstrable experience in project management supporting roles within an IT change/programme environment		A/I	3
Able to evidence the competent use of software associated with project management e.g. MS Visio, MS Project or MS Project Online, MindManager, MS SharePoint		A/I	3
Experience of minute/note taking, record keeping and maintain action logs and following up actions independently		A/I	2
Evidence of continuous professional development (where applicable)			
<b>Qualification:</b> 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.			
A recognised project management qualification <b>or</b> relevant project management experience		A/I	3
<b>Other Essential Requirements</b>			
An awareness of, and commitment to, equality of opportunity		I	3
Awareness of, and commitment to, confidentiality and handling data		I	3
Note: The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.			
<b>Prepared by:</b>	Sharon Worrall	<b>Date:</b>	July 2018
<b>Updated by:</b>	Janice Freeman-Phillips	<b>Date:</b>	August 2020