**Job Description**

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| Job Title: Project Support Officer |
| POSCODE: |
| Grade: 5 |

**Overall purpose of the job**

To deliver comprehensive and effective support to project management within the One Council IT programme. To provide support and advice on the use of Monday.com, SharePoint, Microsoft Teams and others to members of the project team and anyone else deemed applicable.

To support the Programme Manager, Project Managers and IT Leads through participation in the constant review and development of the Project Management processes and procedures and the Project Management Framework. Taking responsibility for project status reporting to key stakeholders. Ensure conformance with agreed governance to ensure that projects are defined, governed and managed in a consistent manner across the organisation.

To support IT Project Managers and Change and Engagement Managers with the development of project products/documents. To assist or lead on coordination and management of project governance and engagement meetings.

To take responsibility for leading on workstreams deemed applicable by the Programme Manager. To engage with enablers when applicable to elicit and understand requirements such as IT, HR, Finance, Legal & Comms and to take responsibility for the planning, co-ordination and facilitation of project progress. Including the day to day running and delivery of objectives, resulting in new ways of working and identified business benefits being realised.

# Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

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|  | **Main accountabilities** |
|  | Understand, review and develop project processes and working practices in collaboration with representatives from the various Council Transformation teams and the Project Governance Manager. |
|  | Coordinate and deliver effective reporting processes for projects in line with the project management framework. Collecting, analysing and reporting on project specific and comparative management and performance information to meet all stakeholder requirements to deliver the successful implementation of defined council transformation programmes and projects.  Updating routine monitoring data such as the weekly resource timesheets, monthly project reports and generally maintaining project data and information |
|  | Aid the extended project team in the use and exploitation of the available project management software tools, to include Monday.com, SharePoint, and Microsoft teams and any others as required. |
|  | Promote and encourage the benefits of project standards and processes, influence and persuade the project team and stakeholders of the value of following a disciplined approach and adopting the principles of agreed Project processes and the Project Management Framework. |
|  | To support and contribute to the work of Project Managers, Business Analysts and Change and Engagement Managers with the development of project products/documents, planning and the application of common standards. To assist or lead on organising, coordinating and facilitating management of project related meetings and events. |
|  | Act as a secretariat for Project and deployment meetings, capturing notes and recording actions. Providing professional advice and guidance in the appropriate use of the Council’s Project Management processes, procedures and governance. Supporting project deliverables and monitoring and responding to stakeholder/user enquiries. |
|  | To take responsibility for collaborative management of projects with support and guidance from an allocated PM. Including maintaining project milestone plans, information systems, preparing reports, co-ordinating weekly and monthly updates, engaging with enablers when applicable to elicit and understand requirements (such as IT, HR, Finance, Legal & Comms) and to take responsibility for the planning, co-ordination and facilitation of project progress to deliver against agreed objectives |
| 8. | To demonstrate awareness/understanding of equal opportunities and other people’s behavioural, physical, social and welfare needs. |

**Person Specification**

**Qualifications, knowledge, skills and experience**

Minimum level of qualifications required for this job

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| --- | --- |
| **Qualifications Required** | **Essential/**  **Desirable** |
| Degree level or equivalent NVQ qualification or proven relevant experience of supporting business change/Projects.  Formal project management training to at least PRINCE II Foundation level or equivalent | **Essential** |
| MS Office/365 suite of programmes and Microsoft Teams, plus project specific support tools such as Monday.com, SharePoint | **Essential** |

**Minimum levels of knowledge, skills and experience required for this job**

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| --- | --- |
| **Identify** | **Essential/**  **Desirable** |
| **Knowledge** |  |
| Knowledge and experience in reporting on project progress | **Essential** |
| Understanding of supporting projects in an IT environment | **Desirable** |
| Knowledge & experience of application of waterfall and Agile project management methodologies | **Desirable** |
| Knowledge of project management and organisational change programmes | **Essential** |
| Understanding of budget management including responsibility for financial planning. | **Desirable** |
| Experience in monitoring progress and supporting management of projects | **Essential** |
| **Skills** |  |
| Ability to successfully apply project methodologies, tools and techniques | **Essential** |
| Ability to work within and support a Microsoft 365 user environment | **Essential** |
| Excellent written and verbal communication and presentation skills. Excellent interpersonal skills with the ability to gain the respect of multi professional teams, enthuse and motivate individuals and teams. Ability to build rapport and credibility with senior managers, members and Corporate Directors | **Essential** |
| Strong group facilitation skills. | **Essential** |
| Excellent organisational and time management skills, ability to plan and deliver objectives within an agreed timeframe | **Essential** |
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| **Experience** |  |
| Experience of analysing and solving complex process and systems problems and supporting others to develop this skill. | **Essential** |
| Experience of effectively handling multiple, sometimes competing agendas, meeting challenging deadlines and delivering under pressure. | **Essential** |
| Demonstrable experience of using project methodologies, developing and implementing good project support process and operational experience of working in complex programme, project and change environments. | **Essential** |
| Experience of engaging and consulting with a wide range of stakeholders to support project management | **Essential** |
| Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs | **Essential** |

**Disclosure level**

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| --- | --- | --- |
| What disclosure level is required for this post? | None | Standard |
| Enhanced | Enhanced with barred list checks |

**Work type**

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| --- | --- | --- | --- | --- |
| What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible) | Fixed | Flexible | Field | Home |