# Image of North Northamptonshire Council logo

# Job Description and Person Specification

## Job details

**Job title:** Project Support Officer

**Grade:** Grade 5

**Reports to:** One Council Programme Manager

**Responsible for:** One Council Programme

**Directorate and Service area:** One Council Programme Delivery, Performance Intelligence & Partnerships, Finance.

## Purpose of the job

To provide comprehensive and effective support for programme and project management within the One Council delivery programme. This includes offering guidance and advice on the use of project management tools such as Monday.com, SharePoint, Microsoft Teams, and other relevant platforms to project team members and other applicable stakeholders.

## Principal responsibilities

* Understand, review and develop project processes and working practices in collaboration with representatives from the various Council Transformation teams and the Project Governance Manager or key stakeholders
* 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 in order to deliver the successful implementation of defined council transformation programmes and projects.
* Updating routine monitoring data such as the resource tracking, monthly project reports and generally maintaining project data and information
* To support and contribute to the work of Programme and 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 Programme and project 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
* To maintain the quality of information reported in project Highlight Reports and Programme updates for the OC workstream.
* 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.
* Provide assistance to 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.

## General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people’s behavioural, physical, social and welfare needs.
2. Comply with the Council’s policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the councils committment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Special features of the post

**Travel.**

The post requires the holder to be able to travel to sites across Northamptonshire when required

# Person Specification

| **Attributes** | **Essential criteria** | **Desirable criteria** |
| --- | --- | --- |
| Education, Qualifications and Training | Degree level or equivalent NVQ qualification or proven relevant experience of supporting business change. Expertise in MS Office 365 suite of programmes plus SharePoint, Onedrive and Teams. | Proficiency in project management tools such as Monday.com Formal project management training to at least PRINCE II Foundation level or equivalent professional experience |
| Experience and Knowledge | Knowledge and experience in reporting on project progressKnowledge of project management and organisational change programmesExperience in monitoring progress and supporting management of projects | Knowledge & experience of application of waterfall and Agile project management methodologies Understanding of budget management including responsibility for financial planning.Understanding of supporting IT projects.Experience of working within complex governance processes |
| Ability and Skills | Excellent written and verbal communication and presentation skills. Understanding of basic project documentation requirements and ability to successfully apply project methodologies, tools and techniques.Ability to work within a Microsoft 365 user environment.Strong organisational and coordination skills to manage multiple priorities, plan and deliver objectives effectivelyExcellent interpersonal skills with the ability to gain the respect of multi professional teams, enthuse and motivate individuals and teams.  | Strong group facilitation skills. Ability to build rapport and credibility with senior managers, members and Corporate Directors |
| Experience | Experience of effectively handling multiple, sometimes competing agendas, meeting challenging deadlines and delivering under pressure. 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. Experience of engaging and consulting with a wide range of stakeholders to support project management and acting as a key point of contact for project team members and stakeholders | Experience of analysing and solving complex process and systems problems and supporting others to develop this skill. Able to foster strong working relationships with enabler functions to ensure cohesive planning and execution of project activities. |
| Equal Opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs. |  |
| Additional Factors |  |  |