

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Project Support Officer

Transformation

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

To deliver effective guidance and support to ensure the smooth and consistent operation of the Transformation Programme Management Office (PMO), ensuring programmes and projects are defined, governed and managed in a consistent manner across WNC.

To contribute to successful project delivery and outcomes, across a variety of programmes and projects, by promoting best practice and ensuring performance reporting accuracy.

To enable continuous improvement in both project delivery and governance by identifying opportunities to improve and/or streamline processes.

Accountable to:

The role is accountable to the Senior Project Support Officer and sits within the Transformation Programme Management Office, in the Corporate and Finance Transformation Team.

Depending on workload and project focus, matrix management may apply, whereby the postholder has a 'dotted line' reporting arrangement to another Programme or Project Manager, depending on their assignment and the organisational priority. This is to enhance cross collaboration and teamwork.

Responsibilities:

1. Support the PMO through promoting consistent, fit for purpose processes and working practices for key project processes such as highlight reporting, planning, risk/issue management, change control and lessons learnt. Maximise the use of digital collaboration tools ie SharePoint, Teams to create efficient and secure PMO programme and project documentation management processes and solutions.
2. Embed and operate timely and effective performance reporting processes, in line with the PMO and councils Project Management Procedures, to support successful project delivery.
3. Maintain the PMO's Project Repository, keeping it up to date and fully reflective of current programme activity. Ensure there is visibility of the Repository across the Leadership and Programme Teams and collate, analyse, interpret and present accurate and appropriate management information regarding Transformation programmes and projects.
4. Provide flexible and responsive support to Transformation project and programme managers and teams.
Programme and Project support tasks and activities may include developing project documentation, supporting workshop delivery, process design, research, communications, maintaining project plans and logs, reporting progress and status, and co-ordination of documentation and information etc.
5. Assist PMO and project teams in the development, use, and optimisation of a range of software tools to enhance project delivery i.e document management and collaboration platforms (e.g.

SharePoint site ownership and administration), planning tools (e.g. MS Planner), and reporting and analysis tools (e.g. Excel, Word, PowerPoint, Visio)

- 6.** Promote and encourage the benefits of consistent project standards and processes, influencing and persuading project and programme teams and stakeholders to adopt a disciplined approach in line with the principles of the councils Project Management Procedure
- 7.** Collect, analyse and report on project specific and comparative management and performance information to meet the needs of stakeholders
- 8.** Identify opportunities to improve and/or simplify PMO and project processes and seek to remedy these through improved processes, improved compliance, digital skills upskilling or coaching.
- 9.** Support the Chairs and administration teams of the Council's Governance and Improvement Boards by ensuring the timely collation and submission of Transformation project documentation. Provide professional advice and guidance, in line with the Council's Project Management Procedure, to support effective Board governance and informed decision-making.
- 10.** Provide support across the Transformation team in organising events, report completion and routine monitoring data.
- 11.** To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
- 12.** Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
- 13.** Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

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

Skills and abilities:	Essential / Desirable	Measured by
Demonstrate effective use of Office 365 (inc. Teams, OneDrive, SharePoint, etc), or willingness to undertake training during the probation period.	Essential	A, I
Ability to successfully apply improvement methodologies, tools and techniques.	Essential	A, I
Excellent written and verbal communication and presentation skills.	Essential	A,I,T
Excellent interpersonal skills with the ability to gain the respect of multi professional teams, enthuse and motivate individuals and teams.	Essential	A, I
Excellent organisational and time management skills, ability to plan and deliver objectives within an agreed timeframe.	Essential	A, I
Experience of effectively handling multiple, sometimes competing agendas, meeting challenging deadlines and delivering under pressure.	Essential	A, I,T
Understanding of budget management including financial planning.	Desirable	A, I
Ability to build rapport and credibility with Managers/SROs.	Essential	A, I
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
Awareness of the National and Local Government agenda, current issues and challenges.	Desirable	A, I
Good working knowledge and of public sector service delivery and systems that support it, operations and customer access services and channels.	Desirable	A, I
Understanding of the potential of ICT to deliver service and efficiency improvements.	Essential	A, I
A good understanding of the theory of waterfall and/or agile project management.	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience and a high level of proficiency in the use of the MS Office suite of programmes, including SharePoint, MS Forms	Essential	A, I,T

and Power Automate plus experience with project specific support tools such as MS Planner.		
Demonstrable experience of using current project methodology, developing and implementing good project support processes and operational experience of working in complex programme, project and change environments.	Essential	A, I
Experience of supporting project management and organisational change / efficiency programmes.	Essential	A, I
Experience of working with senior managers and providing challenge to working practices.	Desirable	A, I
Experience of taking a lead role within a project environment.	Desirable	A, I
Experience of analysing and solving process and systems problems and supporting others to develop this skill.	Essential	A, I
Experience of effectively handling multiple, sometimes competing agendas, meeting challenging deadlines and delivering under pressure.	Essential	A, I,T

Education, training and work qualifications:	Essential / Desirable	Measured by
Formal project management training to at least PRINCE II Foundation level or equivalent.	Desirable	A, I
Foundation level or equivalent NVQ qualification or proven relevant experience of supporting business change.	Essential	
LEAN yellow or green belt	Desirable	

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance, and verification of certificates.

Day-to-day in the role:

Hours:	37	Primary work base:	Northampton
Job family band:	Business Administration 5	Worker type:	Part Flexible
Salary range:	£31,324-£33,017	Budget responsibility:	n/a
People management responsibility:	n/a		

Working conditions & how we work: This role has been identified as a part-flexible worker type, this means that you will be able to worker from other work locations, and when not working from an office, you will be working remotely for up to 3 days a week (including from home).

We are open to discussions about flexible working.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

