

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Project Support Officer

Transformation, Corporate Services

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 comprehensive and effective support to all aspects of programme and project management. To provide software support tools advice to project teams to include the use and exploitation of MS Project, MS Visio and others.

To promote the use of good project management practice, including project status reporting and ensure conformance with agreed governance. To ensure that projects are defined, governed and managed in a consistent manner across the organisation.

To provide project support as required across the programmes & projects within the organisation.

Accountable to:

This role is accountable to the Project Manager (Programme Management Office), responsible for the direct line management of Project Support Officers. The role sits within Transformation, part of the Corporate Services Directorate in West Northamptonshire Council.

Responsibilities:

1. Establish consistent, fit for purpose processes and working practices for key project processes such as status reporting, planning, risk/issue management and change control.
2. Embed and operate comprehensive and effective performance reporting processes for projects to deliver the successful implementation of council transformation programmes and projects.
3. Provide assistance to the project teams in the use and exploitation of the available project management software tools, such as MS Project, MS Visio and any other as required.
4. 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 project management best practice.
5. Collect, analyse and report on project specific and comparative management and performance information to meet all stakeholder requirements.
6. Contribute to the work of the project teams, providing project management support for business case development, planning and the application of common standards.
7. Identify opportunities to improve and/or simplify project processes and seek to remedy these through improved processes, improved compliance or coaching.
8. Act as a secretariat for Programme and Project Boards, providing professional advice and guidance in the appropriate use of project management best practice.
9. Provide support to Transformation team staff in organising events, presenting reports, updating routine monitoring data such as the monthly budget and HR reports and generally maintaining Transformation programme & project data and information.
10. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.
11. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
12. 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.

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.

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 (incl. Teams, OneDrive, 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, plus facilitation and presentation skills.	Essential	A, I
Ability to minute meetings.	Essential	A, I
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
Understanding of budget management including financial planning.	Desirable	A, I
Ability to build rapport and credibility with senior managers, members and Corporate Directors.	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.	Essential	A, I
Good working knowledge of public sector service delivery and systems that support it, operations and customer access services and channels.	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience and a high level of proficiency in the use of project specific support tools such as MS Project and MS Visio.	Essential	A, I
Demonstrable experience of using current project methodology, developing and implementing good project support process and operational experience of working in complex programme, project and change environments.	Essential	A, I
Understanding of the potential of ICT to deliver service and efficiency improvements.	Desirable	A, I

Experience of supporting project management and organisational change/efficiency programmes.	Desirable	A, I
Experience of working with senior managers and providing challenge to working practices.	Essential	A, I
Experience of taking a lead role within a project environment.	Desirable	A, I
Experience of analysing and solving complex 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

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, D
Foundation level or equivalent NVQ qualification or proven relevant experience of supporting business change.	Essential	A, I, D

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:	One Angel Square
Job family band:	WNC Band 05	Worker type:	Flexible
Salary range:	£29,060 - £30,712	Budget responsibility:	None
People management responsibility:	None		

Working conditions & how we work:

This role has been identified as a flexible worker type. This means that you will be able to work remotely for up to 3 days a week (including from home) and will have a strong reliance on IT\virtual tools. You will come into the office for meetings when required and at the request of your line manager or task manager. When in the office you will work from the primary work base and from other work locations across West Northamptonshire.

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.

