

# Digital Project Support Officer Job Description and Person Specification

**July** 2020

## Job description

Job Title:	Project Support Officer
Service Area:	D
Function:	Programme Management
Team:	
Post number:	TBC
Grade:	LBR09
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours/52.24 weeks 9 month fixed term contract
Base location:	Lynton House
Reports to: <i>Job title</i>	Programme Manager
Responsible for: <i>Job titles of direct reports</i>	Matrix management of graduate interns
Role purpose and role dimensions: <i>Overview of the job</i>	<p>To lead and co-ordinate the delivery of the customer, information and technical elements of the Digital and Customer Experience Strategy, ensuring clear linkages with the wider change and improvement programmes and service delivery across the organisation and its partners.</p> <p>As a Digital Project Support Officer you will provide vital assistance to the Digital programme, team. You will need to be a highly-organised, dynamic professional with exceptional interpersonal skills and the ability to support change management activities across the Council.</p> <p>As Project Support Officer, your responsibilities will be inextricably tied to the success of the programme you are working on. Driving the programme forward from planning to implementation, your actions will directly influence the buy-in from staff and members impacted.</p> <p>You be responsible for supporting the programmes management activities across the Council co-ordinating with project managers, training and communication teams. The programme delivery will move at pace and you will need to ensure that change activity keeps pace with the programme to ensure that benefits are realised. You will organise workshops, drop in sessions, draft manager's briefings, deal with service user and staff questions and queries, conduct change readiness surveys and report progress to managers.</p> <p>You will play a critical role in supporting the Digital team. You will represent the programme team at meetings where required. Moreover, you will log, manage and analyse information on the progress of the Transformation Plan .</p> <p>The project support officer will be expected to lead on key sub-projects and work streams under the supervision of the Digital programme managers that will be integral to the successful delivery of the programme.</p> <p>Above all, this is an excellent chance for you to learn and develop in a fast moving change management environment.</p>
Key external contacts: <i>Organisations</i>	elected Members; all levels of management across local government , key partners and stakeholders; Residents; Contractors and Suppliers.
Key internal contacts: <i>Job titles or groups of staff</i>	Corporate Directors, Operational Directors, Head of Departments, senior managers, LBR officers at all levels, Programme team (all are both operational and support based contacts).
Financial dimensions: <i>Budgetary responsibility &amp; amount. Equipment, cash, property etc. for which employee is responsible.</i>	None

Key areas for decision making:	Day to day change and project co-ordination to ensure the direction of travel delivers the expected benefits, and remains on time and to budget.  Escalating risks and issues to the Programme Manager
Other considerations: <i>E.g. working patterns</i>	May be a need to work across multiple locations within the Borough. Due to the diverse nature of the role extended hours will be required occasionally. Attendance at Committees and public meetings as required as will occasional evening meetings.

Key accountabilities and result areas:	Key elements:
Governance & Control	<p>This will involve:</p> <ul style="list-style-type: none"> <li>• Delivery of project management plans and project material</li> <li>• Project administration and assistance in defining risk and issue logs</li> <li>• Ownership of plans, risks and issues on small to medium projects</li> <li>• Ensuring boards are managed with respect to corporate governance</li> <li>• Ensure clear communication between Digital and IT teams to deliver the Digital programme.</li> <li>• </li> </ul>
Planning, Reporting & Control	<p>This will involve:</p> <ul style="list-style-type: none"> <li>• Update and monitor the digital project plan, seeking contributions from key stakeholders across the organisation.</li> <li>• Support the monitoring of the budget expenditure, assisting with all expenditure and monthly monitoring.</li> <li>• Design, administer and facilitate where necessary to support workshops and progress project plans</li> <li>• Prepare and present consolidated material from project reports for monthly updates, liaising with all workstreams about progress/highlight reports and dashboards</li> <li>• Agree project deliverables within the specified time frames on small to medium projects</li> <li>• Ability to prioritise deliverables in line with the project managers instruction</li> <li>• Support <b>managing 'task and finish' with specific project teams, as established and needed, to ensure delivery of key tasks in line with the overarching digital and customer experience strategy</b></li> </ul>

Project management of small to medium projects	<p>This will involve:</p> <p>Pre-Project</p> <ul style="list-style-type: none"> <li>• Work to create Business Cases (scope, goals, deliverables, costs, timescales, plans, dependencies, resource requirements and milestones) alongside the Programme Managers.</li> <li>• Work with the Programme Managers to carry out and develop a stakeholder engagement plan</li> <li>• Ensure pre-scope project plan is communicated to all project stakeholders together with their individual responsibilities taking lead responsibility for the management of stakeholder engagement</li> <li>• Support all project documentation including project initiation document, financial information related to the project and archiving of these projects</li> </ul> <p>Project Management</p> <ul style="list-style-type: none"> <li>• Co-ordination of publication, review and sign-off of Project Management deliverables and pertinent project documentation including business case</li> <li>• Ensuring project plans are created and maintained, deliverables tracked against time and cost, and resource utilisation is monitored</li> <li>• Owning and managing risk and issues in line with escalation protocol to project manager.</li> <li>• Providing fact based advice and recommendations on project deliverables / direction of travel</li> <li>• Utilising Business Process Reengineering / systems lean thinking methodology to define the <b>"as is" for service areas working with services and stakeholders to define solutions to process driven problems.</b></li> <li>• Appreciation of confidentiality requirements associated with the programme / project</li> <li>• Work at pace prioritising work against competing priorities across programmes of work whilst ensuring that standard and quality of work is not compromised.</li> </ul>
Development of external and internal documentation relating to Project or Programme.	<ul style="list-style-type: none"> <li>• Working across Council teams to co-ordinate the change management plan. Drafting internal and external communication related to the project or programme</li> <li>• To develop and maintain an understanding of Council services and the Change Programme to support customer focussed digital engagement and related business requirements.</li> <li>• <b>To support the preparation of the annual service and business plans and report on performance activity across the area of responsibility.</b></li> </ul>
Other responsibilities	<ul style="list-style-type: none"> <li>• To attend team meetings, staff supervision meetings, and other meetings as may be required.</li> <li>• Any other duties appropriate to this area of work and consistent with the level of the post</li> <li>• General ad hoc project support officer duties (administration, finance, workshop facilitation or support, fact finding, stakeholder liaison, data mining and productions)</li> <li>• Undertake research and obtain information, evaluate data/information and to produce reports/information and data to inform decisions.</li> <li>• Liaise with external agencies and other council services to obtain information when necessary</li> </ul>
General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> <li>▪ Seeking opportunities for contributing to sustainable development of the Borough, in <b>accordance with the Council's commitment to making Redbridge a cleaner, greener place to live.</b> In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.</li> </ul>

Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> <li>Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.</li> <li>Complying with the Code of Conduct, other practice guidelines and the rules and protocols <b>defining employees' access to and use of the Council's</b> databases and systems. Any breaches could result in disciplinary measures.</li> <li>Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.</li> </ul>
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> <li>Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.</li> </ul>
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> <li>Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. The Council will require an enhanced CRB Disclosure check and references will be taken up prior to interview.</li> </ul>
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> <li><b>Complying with the Council's strong commitment to achieving equality of opportunity and outcomes</b> in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</li> </ul>
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> <li>Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.</li> </ul>
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> <li>Being responsible for your own Health &amp; Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.</li> </ul>
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> <li>Taking responsibility for continuing self-development and participating in training and development activities.</li> <li>Participating in the ongoing development, implementation and monitoring of the service plans.</li> <li>Supporting and contributing to value for money, service efficiencies and improvements.</li> </ul>
Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> <li>The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your grading level and competence.</li> </ul>

## Person specification

Job Title:	Change Support Officer		
Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 1 – 3 (Highest)			A - I - T

Minimum education/ qualifications:			
Minimum experience/ knowledge/ skills:	<p>Experience, which will have included :</p> <ul style="list-style-type: none"> <li>Working on change management projects / programmes</li> <li>Working independently and as part of a team</li> <li>Working with and presenting information to a broad range of stakeholders</li> <li>Experience of using Microsoft office eg excel</li> <li>Knowledge of project management methodologies.</li> <li>Experience of working in a large organisation</li> <li></li> </ul>	<p>A – I A – I A – I</p> <p>A – I A – I A A</p>	<p>2 3 3</p> <p>3 2 3 1</p>
Minimum competencies: Driving Improvement	<ul style="list-style-type: none"> <li>Ability to establish work priorities and evidence outcomes</li> <li>Seek continuous improvement to methods of works and personal improvement</li> <li>Willing to contribute to the team using enthusiasm and personal qualities</li> <li>Is energetic, determined, positive, confident, goal focussed and consistent - even under pressure</li> </ul>	<p>A – I A – I</p> <p>A – I</p> <p>A – I</p>	<p>3 3</p> <p>3</p> <p>3</p>
Customer Service	<ul style="list-style-type: none"> <li>Experience of working positively within a diverse organisation.</li> <li>Confident in engaging at all levels of an organisation (internal and external)</li> <li>Understands the needs and priorities of stakeholders, incorporating this into overall planning and monitoring</li> <li>Ability to work in partnership with other professionals and outside agencies</li> <li>Builds trust and demonstrates integrity in all circumstances.</li> </ul>	<p>A – I A – I</p> <p>A – I</p> <p>A – I</p> <p>A – I</p>	<p>3 3</p> <p>3</p> <p>3</p> <p>3</p>
Adaptability	<ul style="list-style-type: none"> <li>Be flexible and have the ability to adapt to different challenges.</li> <li>Willingness to shift and amend plans in line with corporate priorities</li> <li>Ability to support and/or manage change in a dynamic and changing environment</li> <li>Receptive to new ideas, and willing and able to adjust to new demands and circumstances</li> <li>Able to successfully balance shifting priorities, demands and timelines through analytical and problem solving capabilities</li> <li>Able to manage a workload and deal simultaneously with a range of tasks, activities and projects;</li> </ul>	<p>A – I A – I</p> <p>A – I</p> <p>A – I</p> <p>A – I</p> <p>A – I</p>	<p>3 3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p>
Communicating and Influencing Others	<ul style="list-style-type: none"> <li>Able to present complex issues to and communicate effectively with a range of audiences;</li> <li>Able to develop and maintain relationships with a range of stakeholders</li> <li>Ability to present information in a clear concise manner both written and verbally</li> </ul>	<p>A – I</p> <p>A – I</p> <p>A – I</p>	<p>3</p> <p>3</p> <p>3</p>

Analysis and Judgement	<ul style="list-style-type: none"> <li>• Adept at conducting research into change and project related issues and products</li> <li>• Understand the value of analysis and making difficult decisions under pressure;</li> <li>• Ability to understand and interpret risks and issues, prioritising those for review</li> <li>• Ability to take day to day project delivery decisions in line with the sponsors vision</li> <li>• Has a keen attention to detail and ability to understand complex information in a short period of time.</li> <li>• Ability to collate information from a range of sources and devise a vision for the long term and create and implement plans to deliver the strategy.</li> </ul>	A – I A – I T A – I T A – I	3 3 3 3 3 2
Other job requirements	<ul style="list-style-type: none"> <li>• Commitment to promoting diversity in the workplace</li> <li>• Able to work with autonomy to deliver common goals</li> </ul>	A – I A – I	3 3
Signature of Employee:	Name:	Date:	