

Deputy Chief Executive Modernisation

Programme Admin - Modernisation Job Description and Person Specification

June 2026

Job Description

Job Title:	Admin Officer - Modernisation
Department:	Deputy Chief Executive
Function:	Digital, Customers and Safety
Team:	Modernisation
Post number:	
Grade:	LBR 4
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36
Base location:	Lynton House
Reports to: <i>Job title</i>	Head of Modernisation
Responsible for: <i>Job titles of direct reports</i>	No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion
Role purpose and role dimensions: <i>Overview of the job</i>	<p>The Modernisation Administrator will provide comprehensive administrative, governance and coordination support to the Modernisation Programme. The postholder will play a key role in ensuring the efficient operation of programme governance arrangements, supporting the production of reports, meeting packs, briefings, dashboards and governance documentation.</p> <p>Working closely with the Programme Manager, Project Managers, Project Support Officers and senior stakeholders, the Modernisation Administrator will coordinate meetings, maintain programme records, manage governance processes and ensure programme information is accurate, timely and accessible.</p> <p>The role will support programme governance boards, steering groups, workshops and stakeholder meetings, helping ensure that decisions, actions and programme activities are effectively managed and communicated.</p> <p>The successful candidate will be highly organised, detail-oriented and capable of managing multiple priorities within a fast-paced transformation environment.</p> <p>The main duties and responsibilities include:</p> <ul style="list-style-type: none"> • Supporting governance arrangements for the Modernisation Programme. • Coordinating programme boards, working groups and meetings. • Preparing agendas, packs, reports and briefing materials. • Recording actions, decisions and meeting outcomes. • Maintaining programme documentation and governance records. • Supporting programme reporting and communications. • Managing diaries, meeting schedules and governance calendars. • Coordinating information requests and follow-up actions. • Supporting programme administration and business support functions.
Key external contacts: <i>Organisations</i>	<ul style="list-style-type: none"> • Consultants • Suppliers • Contractor • External stakeholders as required

<p>Key internal contacts: <i>Job titles or groups of staff</i></p>	<ul style="list-style-type: none"> • Directors, Heads of Service and operational teams • HR and Finance • Project Managers (PMO) and Business Analysts • Programme Sponsors • Digital, Data, Technology and IT teams • Customer Experience • Communications and Web teams • Elected Members (as required)
<p>Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i></p>	<ul style="list-style-type: none"> • The postholder will not normally hold direct budget responsibility but will support monitoring and administration of programme information, governance documentation and reporting.
<p>Key areas for decision making:</p>	<p>The role requires sound judgement and effective prioritisation. This will involve:</p> <ul style="list-style-type: none"> • Prioritisation of administrative activities. • Coordination of governance requirements and deadlines. • Escalation of overdue actions and governance risks. • Management of programme information and records. • Coordination of meetings and stakeholder requirements. • Maintaining quality and accuracy of programme documentation.
<p>Other considerations: <i>E.g. working patterns</i></p>	<ul style="list-style-type: none"> • Hybrid working • Engagement across services and sites • Occasional evening engagement with residents (if required)

<p>Key accountabilities and result areas:</p>	<p>Key elements:</p>
<p>Governance and Board Administration</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Supporting governance arrangements across the Modernisation Programme. • Coordinating Modernisation Board meetings and governance forums. • Preparing agendas, reports and meeting packs. • Maintaining governance calendars and forward plans. • Recording actions, decisions and meeting outcomes. • Monitoring completion of agreed actions. • Ensuring governance records remain accurate and up to date. • Supporting programme assurance requirements.
<p>Meeting Management and Coordination</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Scheduling meetings, workshops and governance forums. • Coordinating attendance and meeting logistics. • Managing meeting invitations and responses. • Preparing supporting documentation and presentations. • Recording minutes and actions. • Following up actions and deadlines. • Maintaining meeting records and archives.
<p>Programme Reporting and Briefings</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Supporting production of programme reports and dashboards. • Assisting with preparation of ELT reports and briefings. • Supporting production of Board reports and decision papers. • Formatting and quality assuring programme documentation. • Supporting production of presentations and communications materials. • Maintaining programme reporting templates.

Programme Information Management	<p>This will involve:</p> <ul style="list-style-type: none"> • Maintaining programme records and documentation. • Managing document control processes. • Supporting maintenance of programme trackers and action logs. • Maintaining programme filing systems and SharePoint sites. • Ensuring information is stored appropriately and securely. • Supporting version control and document management.
Communications and Stakeholder Support	<p>This will involve:</p> <ul style="list-style-type: none"> • Supporting communications and engagement activities. • Coordinating stakeholder correspondence. • Supporting programme workshops and engagement events. • Maintaining stakeholder contact information. • Supporting consultation and engagement exercises. • Acting as a central point of contact for programme administration enquiries.
Programme Business Support	<p>This will involve:</p> <ul style="list-style-type: none"> • Providing administrative support to the Programme Manager and programme team. • Coordinating programme activities and deadlines. • Monitoring completion of administrative actions. • Supporting onboarding of programme staff where required. • Maintaining programme resource and contact information. • Supporting procurement and commissioning administration where required.
To Promote and Embed a Culture of Modernisation	<p>This will involve:</p> <ul style="list-style-type: none"> • Promoting continuous improvement and innovation. • Supporting collaborative working across services. • Sharing good practice and lessons learned. • Encouraging new approaches to service delivery. • Supporting development of a modern, efficient and resident-focused organisation.
General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ 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. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.

Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ 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.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a Disclosure and Barring Service (DBS) check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes 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.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Being responsible for your own Health & 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.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Participating in the ongoing development, implementation and monitoring of the service plans. ▪ Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ 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 the grading level and competence.

Person Specification

Job Title:			
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	<ul style="list-style-type: none"> • Educated to GCSE level (or equivalent) including English and Maths. • Good standard of written and verbal communication • Business Administration qualification. • Minute-taking or business support training. 	A A A A	3 3 2 2
Minimum experience/ knowledge/ skills:	<ul style="list-style-type: none"> • Knowledge of Microsoft Office applications. • Understanding of professional administrative processes. • Understanding of confidentiality and information management requirements. • Experience providing administrative support within a professional environment. • Experience coordinating meetings and maintaining records. • Experience preparing reports, agendas and meeting packs. • Experience managing competing priorities and deadlines. • Experience working with senior stakeholders. • Understanding of programme and project management. • Understanding of governance and assurance processes. • Understanding of local government structures and decision making. • Report formatting and presentation skills. • Experience producing governance packs and briefings. • Experience maintaining dashboards and programme records. 	A, I A, I A, I A, I A, I A, I A, I A, I A, I A, I A, I A, I A, I A, I A, I A, I	3 3 3 3 3 3 3 2 2 2 2 2 2 2 2
Minimum competencies:			
Communicating and influencing	<ul style="list-style-type: none"> • Ability to communicate effectively with a range of audiences. • Builds positive working relationships. • Supports collaborative working across services. 	I I	3 3
Building relationships, working together and in partnership	<ul style="list-style-type: none"> • Works effectively as part of a team. • Supports colleagues and contributes positively to team objectives. • Shares knowledge and learning with others. 	I I	3 3

Respecting & implementing diversity	<ul style="list-style-type: none"> • Demonstrates commitment to inclusive, accessible and user-centred service design 		3
	<ul style="list-style-type: none"> • Ensures digital solutions consider the needs of all users, including those with additional accessibility requirements 		3
Planning, organising & achieving results	<ul style="list-style-type: none"> • Able to manage multiple priorities, delivering innovation initiatives from concept to implementation 		3
	<ul style="list-style-type: none"> • Focuses on achieving measurable outcomes and benefits 		3
Embracing change	<ul style="list-style-type: none"> • Proactively identifies opportunities for improvement and innovation 		3
	<ul style="list-style-type: none"> • Supports and promotes a culture of continuous improvement and digital transformation 		3
<i>For those with managerial responsibility</i> Leadership	Not a line management role. Expected to provide leadership through facilitation, coaching and influencing in multidisciplinary teams, and to role-model user-centred, evidence-based decision making.		
Managing and developing people			
Special conditions:	Hybrid working with regular attendance at Lynton House and other council sites as required. Occasional evening engagement with residents and stakeholders (where required). Ability to travel between council sites when needed.		