London Borough of Redbridge

Deputy Chief Executive
Modernisation

Project Support Officer - Modernisation
Job Description and Person Specification

June 2026

Job Description

Job Title:	Project Support Officer - Modernisation
Department:	Deputy Chief Executive
Function:	Digital, Customers and Safety
Team:	Modernisation
Post number:	
Grade:	LBR 8
Hours/weeks: *E.g. 36 hours/52.14 weeks*	36
Base location:	Lynton House
Reports to: *Job title*	Head of Modernisation
Responsible for: *Job titles of direct reports*	No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion
Role purpose and role dimensions: *Overview of the job*	This is an exciting time to be working for the London Borough of Redbridge as the Council delivers an ambitious Modernisation Programme designed to transform services, improve outcomes for residents and ensure the long-term financial sustainability of the organisation. The Project Support Officer will play a key role in supporting the delivery of transformation, service redesign and modernisation projects across the Council. The postholder will provide project coordination, governance, reporting, analysis and implementation support across a portfolio of modernisation initiatives. Working closely with Programme Managers, Project Managers, Business Analysts and service representatives, the Project Support Officer will support service reviews, business improvement initiatives, customer journey redesign, digital transformation projects and organisational change activities. The role will contribute to the successful delivery of projects by ensuring robust project administration, maintaining programme controls, supporting stakeholder engagement activities, coordinating workshops and monitoring benefits and performance information. The successful candidate will be highly organised, proactive and committed to supporting innovation, continuous improvement and positive change across the organisation. • Supporting delivery of transformation and service redesign projects. • Maintaining project governance, controls and reporting information. • Supporting service reviews and improvement initiatives. • Coordinating stakeholder engagement activities and workshops. • Supporting collection and analysis of performance information. • Maintaining programme dashboards, action plans and benefits trackers. • Supporting implementation of redesigned services and new ways of working. • Assisting with communications and engagement activities. • Promoting best practice project management and continuous improvement.

Key external contacts: *Organisations*	• Consultants • Suppliers • Contractor • Other local authorities • Strategic Partners
Key internal contacts: *Job titles or groups of staff*	• 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)
Financial dimensions: *Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.*	• The postholder will support the monitoring and reporting of project budgets, efficiency savings and programme benefits under the direction of Project Managers and Programme Managers.
Key areas for decision making:	The role requires the ability to prioritise competing tasks and exercise sound judgement when supporting multiple projects. Key decisions include: • Prioritisation of project support activities. • Escalation of risks, issues and delays. • Validation of project information and reporting data. • Management of project documentation and records. • Coordination of stakeholder engagement activities. • Maintaining accuracy of programme reporting information.
Other considerations: *E.g. working patterns*	• Hybrid working • Engagement across services and sites • Occasional evening engagement with residents (if required)

Key accountabilities and result areas:	**Key elements:**
Project Coordination and Governance Support	**This will involve:** • Maintaining project documentation and governance records. • Supporting governance boards, working groups and project meetings. • Recording actions, decisions and outcomes. • Maintaining risk, issue, dependency and decision logs. • Supporting compliance with programme governance standards. • Monitoring project milestones and actions. • Supporting quality assurance of project documentation.
Service Redesign and Improvement Support	**This will involve:** • Supporting service reviews and redesign initiatives. • Assisting with customer journey mapping activities. • Supporting process mapping and service improvement workshops. • Gathering information and evidence to support redesign activities. • Supporting development of implementation plans. • Maintaining records of recommendations and improvement actions. • Assisting with implementation of redesigned services and processes.

Planning, Reporting and Performance Monitoring	**This will involve:** • Maintaining project plans and programme schedules. • Monitoring project milestones and deliverables. • Producing reports, dashboards and progress updates. • Maintaining programme action plans and trackers. • Supporting preparation of governance reports and presentations. • Escalating issues and delays where required. • Supporting programme reporting requirements.
Benefits Realisation and Savings Tracking	**This will involve:** • Maintaining programme benefits registers. • Supporting monitoring of financial and non-financial benefits. • Tracking delivery of efficiency savings and improvement targets. • Supporting collection of evidence demonstrating project outcomes. • Maintaining benefits realisation documentation. • Producing benefits monitoring reports. • Supporting reporting of Modernisation Programme outcomes.
Data, Insight and Analysis	**This will involve:** • Supporting collection and analysis of performance information. • Assisting with production of management information and dashboards. • Supporting identification of trends, opportunities and risks. • Maintaining project and programme performance information. • Supporting evidence-based decision making. • Assisting Project Managers and Business Analysts with data collection and analysis activities.
Stakeholder Engagement and Workshop Support	**This will involve:** • Coordinating meetings, workshops and engagement activities. • Preparing agendas, presentations and supporting materials. • Taking minutes and recording actions. • Supporting communications and consultation activities. • Managing stakeholder contact information. • Supporting engagement with services and programme stakeholders.
Digital Transformation and Innovation Support	**This will involve:** • Supporting implementation of digital transformation initiatives. • Assisting with adoption of new technologies and systems. • Supporting automation and technology-enabled improvement projects. • Coordinating testing, engagement and implementation activities. • Maintaining records of digital improvement initiatives. • Supporting user engagement and adoption activities.
To Promote and Embed a Culture of Modernisation	**This will involve:** • 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	**This will involve:** ▪ 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	**This will involve:** ▪ 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	**This will involve:** ▪ 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	**This will involve:** ▪ 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	**This will involve:** ▪ 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	**This will involve:** ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	**This will involve:** ▪ 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	**This will involve:** ▪ 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	**This will involve:** ▪ 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:			
	Method of candidate assessment: A = Application form I = Interview T = Test. *Weighting: 3 = most important, 2 = least important*	**A - I – T**	Weighting
Minimum education/ qualifications:	• Educated to A-Level standard or equivalent experience.	A	3
	• Good standard of written and verbal communication.	A	3
	• Project Management qualification (PRINCE2 Foundation, APM Fundamentals or equivalent)	A	2
	• Business Administration qualification	A	2
	• Lean or Continuous Improvement training	A	2

Minimum experience/ knowledge/ skills:	• Experience supporting projects, programmes or change initiatives. • Experience coordinating meetings, actions and project activities. • Experience preparing reports and maintaining documentation. • Experience working with a range of stakeholders. • Experience maintaining trackers, plans or performance information. • Understanding of project management principles. • Understanding of governance and reporting requirements. • Knowledge of Microsoft Office applications, including Excel and PowerPoint. • Understanding of performance monitoring and reporting • Experience supporting transformation or service improvement projects. • Experience within local government. • Experience working within a PMO or programme environment. • Experience supporting service redesign activities. • Experience supporting workshop delivery and stakeholder engagement. • Excellent organisational and coordination skills. • Strong attention to detail. • Ability to prioritise competing demands. • Strong written and verbal communication skills. • Ability to work effectively with stakeholders at all levels. • Strong administrative and reporting skills. • Ability to analyse information and identify key issues. • Ability to work independently and as part of a team. • Knowledge of project management methodologies.	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 A, I A, I A, I A, I A, I A, I A, I	3 3 3 3 3 3 3 3 2 2 2 2 3 3 3 2 2 2 2 2 2 2
Minimum competencies:			
Communicating and influencing	• 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	• 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	• Demonstrates commitment to inclusive, accessible and user-centred service design • Ensures digital solutions consider the needs of all users, including those with additional accessibility requirements	I I	3 3

Planning, organising & achieving results	• Able to manage multiple priorities, delivering innovation initiatives from concept to implementation • Focuses on achieving measurable outcomes and benefits	I I	3 3
Embracing change	• Proactively identifies opportunities for improvement and innovation • Supports and promotes a culture of continuous improvement and digital transformation	I I	3 3
For those with managerial responsibility 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	To be completed		
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.		