An exciting opportunity has arisen for a highly motivated and enthusiastic Project Officer to join our Programme and Projects Team, working across our People directorate, the wider council and with our external partners to improve outcomes to our citizens. Our team, which forms part of the Business Change function, is responsible for structuring, coordinating and managing the delivery of major change and improvement programmes to drive efficiencies and improve outcomes and practice.

You will have experience of supporting the implementation of projects to deliver improvements and change and have knowledge of project management tools and approaches to support the planning of work. You will work closely with Project Managers and Business Analysts, supporting the delivery of key projects within with wider programmes of change and improvements, and own leading op small scale projects.

You will have excellent communication skills, with the ability to build strong working relationships with our customers – reflecting positive image of the team with senior directors and managers, and fellow support functions. You will be effective at managing conflicting priorities and have strong organisational skills.

Location: The role will be based at Birmingham City Council’s 10 Woodcock St office, in the City Centre. Travel across the city may be required.

For Informal enquires please email Gemma Bains - Gemma.Bains@birmingham.gov.uk

Ref: A4732016J

Closing Date: 09 September 2016

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed”.

“The City Council is currently consulting on potential changes to its terms and conditions (in line with its s.188 notice) which may have an impact on any contract of employment that is offered should the candidate be successful”
People Directorate

Job Description

Post: Project Officer
Salary/Grade: 4
Division: Business Change
Section: Projects and Programmes

1. Job Purpose

1.1 To provide comprehensive Project Officer support to the People Directorate and wider Council where appropriate that is efficient, effective, consistent and responsive.

1.2 As a Project Officer, to provide high quality project and programme specific support and lead the development of small scale Projects or where required, support Project Managers with the development of larger projects.

2. Duties and Responsibilities

To provide high quality support and advice to internal/external customers, providing expertise on Programme and Project approaches ensuring that the customers' needs are met using the most appropriate programme tools and methodologies.

2.2 To support the Project Managers and Operational Managers in the development of a variety of Programmes and Projects by proactively driving forward the change agenda and the streamlining and improvement of processes.

2.3 To provide professional project management support within a controlled framework to customers to support the facilitation of any change projects and ensure project compliance and governance processes are adhered to.
2.4 To develop and administer business and financial processes, ensuring that all transactions comply with Financial Regulations, Standing Orders and agreed processes.

2.5 To be responsible for the administration and monitoring of budgets as required including the audit of external invoices and timesheets as and when required.

2.6 To be responsible for administration and monitoring of project and programme systems and processes

2.7 To develop and use management information to the services provided are in line with performance management principles and provide a customer focused accountable and responsive service.

2.8 To support the service in the management and implementation of change including the development and implementation of processes for effective communication and engagement.

2.9 To promote and effectively participate in knowledge sharing both within the team and the wider service area ensuring information governance principles are adhered to e.g. confidentiality and Data Protection.

2.10 To work flexibly as part of a team to ensure cover of all aspects of Business Change and to provide continuity of service.

2.11 To attend a variety of operational task and finish or sub groups to provide and report against project progress and provide updates deputising for the Project Managers at Programme Boards as and when required.

2.12 To identify, collate, escalate, track and record any risks or benefits identified as part of the Project.

2.13 To identify and delegate Project administration tasks as appropriate to the Project Support Assistants
3. **Supervision Received**

3.1 **Supervising Officer Job Title:** Programme Manager

3.2 **Level of Supervision**

Left to work within established guidelines subject to scrutiny by supervisor.

4. **Supervision Given** (excludes those who are indirectly supervised i.e. through others).

<table>
<thead>
<tr>
<th>Post Title</th>
<th>Grade</th>
<th>No. of Posts</th>
<th>Level of Supervision</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5. **Special Conditions**

- A Disclosure and Barring Service check will be undertaken.

Observance of the **City Council’s Equal Opportunities Policy** will be required.
People Directorate  
Person Specification

Post:  Project Officer  
Grade:  4  
Division: Business Change  
Section: Project and Programmes

Method of Assessment (M.O.A.) A.F. = Application Form; I = Interview;  
T. = Test or Exercise; C. = Certificate; P. = Presentation.

**Section 1 – Experience, abilities, knowledge and qualifications / training**

<table>
<thead>
<tr>
<th>Experience / Knowledge (relevant work and other experience)</th>
<th>MOA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Proven track record and an aptitude to work with, and manage, service development and change projects and to work on a small scale projects across numerous areas of business.</td>
<td>AF/I</td>
</tr>
<tr>
<td>2. Able to write clear and concise reports and complete them to tight deadlines</td>
<td>AF/I</td>
</tr>
<tr>
<td>3. Knowledge of social care services and drivers, or ability to quickly attain a thorough understanding of relevant project areas</td>
<td>AF/I</td>
</tr>
<tr>
<td>4. Experience of managing a number of conflicting priorities effectively to achieve business objectives and be able to work under pressure to time lines and achieve targets.</td>
<td>AF/I</td>
</tr>
</tbody>
</table>
5. Able to analyse information, be creative and flexible in the formulation of solutions to project risks and issues, and to use analytical skills to present numerical and other data. **AF/I**

6. Experience of administering complex financial processes and working in compliance with standing orders and financial regulations **AF/I**

### Skills and Ability

1. Personal organisation skills in managing work and time within agreed priorities and timescales **I/T**

2. Highly effective communicator providing complex written and verbal reports, listening and public relations skills, with ability to promote a positive image for the service. **AF/T/I**

3. Ability to work on own initiative with a pro-active approach to all tasks, including an ability to plan ahead to ensure business objectives are met. **I/T**

4. Competent in the use of relevant IT applications to the role (e.g. Microsoft Office, Sharepoint, etc.). **I/T**

5. Ability to inspire, motivate and drive colleagues and teams towards key outcomes and continuous improvement **I/T**

6. Ability to model behaviour that consistently demonstrates respect for and consideration towards others. **I/T**

### Training

1. Willingness to undertake ongoing continuous professional development **AF**
Education/Qualifications

1. A relevant business administration, project management qualification or experience would be desirable but not essential

Section 2 – Competencies

In addition to the above requirements you will be asked to demonstrate competencies in the below areas. Competencies can also be described as behaviours. They describe ‘how’ we expect people to behave doing their job. Competencies will vary between job roles and different levels but an overview of them, as required by Birmingham City Council, are described below.

<table>
<thead>
<tr>
<th>Competencies (behaviours)</th>
<th>Category Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moving the Council forward</td>
<td>People who demonstrate this competency take the needs of the council and its customers into consideration when assessing how best they can deliver their service. They will network and develop relationships with others in helping to deliver a better service. They will help others in their work and be open to new ways of working.</td>
</tr>
<tr>
<td>Managing Ourselves</td>
<td>People who demonstrate this personal competency take responsibility for their work and development. They take action to overcome obstacles and seek to achieve agreed outcomes in the most cost effective way. They are careful and economical in the use of resources. They ensure that work carried out meets the needs of the Council. They adopt strategies to manage their own workload.</td>
</tr>
<tr>
<td>Working with others</td>
<td>People demonstrating this personal competency treat others as they wish to be treated. They build effective relationships with all their working contacts both inside and outside the council. They are encouraging supportive and helpful, and consider the impact of their working style on others.</td>
</tr>
<tr>
<td>Providing direction</td>
<td>People who demonstrate this personal competency display the behaviours underpinning the council's values (Belief, Excellence, Success and Trust) and present themselves as a role model to others. They enable people to achieve their best. They set clear objectives and standards, review performance, coach and organise work. They communicate the way ahead and consult and involve others.</td>
</tr>
</tbody>
</table>