JOB DESCRIPTION

JOB TITLE: Project Officer

GRADE: Grade 4

NO OF POSTS: 1

DIVISION: HR/OD

SECTION: Improvement Hub team

POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: YES/NO

1.0 JOB PURPOSE

1.1 To provide comprehensive Project Officer support to the Improvement Hub team 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 Practitioners with the development of larger projects.

2.0 DUTIES AND RESPONSIBILITIES

2.1 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 Practitioners 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

OBSERVANCE OF THE CITY COUNCIL’S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED
3.0 SUPERVISION RECEIVED

3.1 SUPERVISING OFFICER JOB TITLE: Senior Change Practitioner

JOB NO:

3.2 LEVEL OF SUPERVISION

1. Regularly supervised with work checked by supervisor.

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

3. Plan own work to ensure the meeting of defined objectives.

4.0 SUPERVISION GIVEN (excludes those who are INDIRECTLY supervised i.e. through others)

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<tr>
<th>POST TITLE</th>
<th>GRADE</th>
<th>NO OF POSTS</th>
<th>LEVEL OF SUPERVISION*</th>
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<tr>
<td>N/A</td>
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*Use 1, 2 or 3 as in 3.2

5.0 SPECIAL CONDITIONS

In some specific service areas, some working outside normal office hours may be required

Person Specification
**Post:** Project Officer

**Division:** HR/OD

**Directorate:** Transformation

**Grade:** 4

**Section:** Improvement Hub team

**Method of Assessment (M.O.A.)**

A.F. = Application Form; I = Interview; T. = Test or Exercise; C. = Certificate; P. = Presentation.

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<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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<tbody>
<tr>
<td><strong>Education/Qualifications</strong></td>
<td><strong>NB: Full regard must be paid to overseas qualifications.</strong></td>
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<tr>
<td></td>
<td>• A relevant business administration, project management qualification</td>
<td>AF/I</td>
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<tr>
<td><strong>Experience</strong></td>
<td>(Relevant work and other experience)</td>
<td>AF/I</td>
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|                              | • Able to quickly attain a thorough understanding of relevant project areas \  
  • Experience of managing a number of conflicting priorities effectively to achieve business objectives and able to work under pressure to time lines and achieve targets and deadlines. \  
  • 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. \  
  • Experience of administering complex financial processes and working in compliance with standing orders and financial regulations or equivalent                                                                 |        |
| **Skills & Ability**         | **e.g. written communication skills, dealing with the public etc.**                                                                                                                                       |        |
|                              | • An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by **Part 7 of the Immigration Act 2016** \  
  • Personal organisation skills and ability to work on own initiative with a proactive approach in order to manage own workload and time in order to meet agreed priorities and timescales \  
  • Able to analyse information and present numerical and other data \  
  • Highly effective communicator with an ability to write and produce clear and concise reports for various audiences, some of which may be complex \  
  • Effective verbal communication and listening skills and good public relations skills, with the ability to promote a positive image of the service. \  
  • Ability to be creative and flexible in the formation of solutions to issues and risk \  
  • Competent in the use of relevant IT applications to the role (e.g. Microsoft Office, SharePoint, Outlook etc.). \  
  • Ability to inspire, motivate and drive colleagues and teams towards key outcomes and continuous improvement \  
  • Ability to model behaviour that consistently demonstrates                               | I      |
respect for and consideration towards others in line with the City Council’s values and behaviours.

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<tr>
<th>Training</th>
<th>Willingness to undertake ongoing continuous professional development</th>
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<td>Other</td>
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All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.