

Post Specification

Date	February 2024
Post Group Number	8137
Post Title	Project Support Officer
Job Family	Organisational Support
Job Family Role Profile	OS9
Final Grade	Grade 9

To be read in conjunction with the job family role profile

Service Area description

Westmorland and Furness Council was established following local government reorganisation and incorporates services previously delivered by Cumbria County Council and the three former district councils for Eden, South Lakeland and Barrow.

The Programme Management Office (PMO) is part of the Assistant Chief Executive's functions and is responsible for supporting the delivery of the Council's Change Programme in shaping a new organisation that will deliver modern, agile, inclusive services and outcomes for the residents and communities across Westmorland and Furness.

The Council will consider and assess different models of service delivery and by acting as a facilitator, will work closely with residents and communities so they can identify what they need to thrive and be resilient and explore how services may be delivered, be they by the Council or partner organisations or through doing more for themselves. The Council will be bringing different cultures and ways of working together from former legacy organisations and will be implementing a new operating model for how it wants to deliver services to the communities of Westmorland and Furness. As a new organisation it needs to change in order to realise the benefits of becoming a new unitary authority and is embarking on a change journey.

The PMO will have a critical role in supporting this strategic change.

The post holder will report directly to a Programme Manager within the PMO.

Purpose of this post

To deliver an effective, efficient and customer focussed support to all aspects of the management and administration of projects/programmes.

Working with colleagues across the organisation to develop and deliver project / programme objectives through planning, co-ordination, progress monitoring and support.

To organise meetings and workshops ensuring good administration and timely event planning for the successful delivery of each event and good coordination with attendees.

Key job specific accountabilities

- Lead the provision of professional project/programme support to sponsors/owners and teams on a number of allocated project/programmes.

- Establish consistent, fit for purpose processes and working practices across the project/programme team for key project processes such as status reporting, planning, risk/issue management etc, in line with the Westmorland & Furness programme/ project management methodology and associated tools, and promote the value and benefits of these.
- Collect, analyse and report on project specific information to meet stakeholder requirements, updating routine monitoring data and generally maintaining programme data and information.
- Provide assistance to the project/programme team in the use available software tools for document/information management and project/programme reporting etc e.g. Teams, SharePoint, PowerPoint, Word, Excel etc.
- Be proactive in identifying opportunities for improvement and/or simplification of project processes and seek to implement these, sharing good practice across the programme.
- Establishing and maintaining an effective business-like relationship built upon trust, integrity and reliability in a specific area of the programme, with project sponsor/owners, wider service managers, elected members, partners, and other external organisations, demonstrating excellence of project/programme support, administration and customer service.
- Provide support to the programme staff in planning and organising project/programme boards, workshops, events etc and provide direct support to meetings, where required.
- Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are commensurate with the grade of the post.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> • N/A, but may have some responsibility for monitoring project expenditure
Staff Management Responsibilities	<ul style="list-style-type: none"> • N/A, but may have some responsibility for organising and co-ordinating the work of staff, within and across various teams, working on projects
Other	<ul style="list-style-type: none"> • A fairly high-profile role, with the post-holder subject (at times) to working with highly confidential and sensitive information

Essential Criteria - Qualifications, knowledge, experience and expertise

- NVQ level 3 in business administration (or similar qualification / experience)
- Experience of providing a high level of business information and support across Directorates / Services for a range of officers of varying levels, within a complex, politically sensitive and customer focussed environment.
- Knowledge and experience supporting projects and/or programmes of change using formal project management methodology/processes.
- Understanding of change management and its impact on people and processes
- Excellent organisational and time management skills, ability to prioritise, plan and deliver objectives within an agreed timeframe. Ability to manage own work and work as part of a project team, often working on multiple projects simultaneously.
- Ability to undertake research and analyse data, with excellent written/verbal communication and presentation skills.
- Good interpersonal skills and the ability to build effective business-like relationships with key stakeholders of the service, demonstrating high trust and integrity.
- Customer focussed approach and commitment to excellent customer service.
- Demonstrates high personal standards and quality of work in representing the programme.
- Knowledge of the National and Local Government agenda, current issues and challenges.

- A high degree of computer literacy, including knowledge and experience of working with the Microsoft Office Suite and Corporate Applications.

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Job working circumstances

Emotional Demands	<ul style="list-style-type: none"> • May involve working on multiple and competing priorities at the same time. • Involvement in projects which may receive strong opinion and / or opposition from those potentially affected.
Physical Demands	<ul style="list-style-type: none"> • Predominantly office / home based, with minimal physical demands.
Working Conditions	<ul style="list-style-type: none"> • Predominantly office / home based but may be required to travel around county to varied council (and potentially partner) offices / sites.

Other Factors