Cumberland Council

Post Specification

Date	**August 2025**
Post Group Number	7068
Post Title	**ICT Programme Assistant**
Job Family	**Organisational Support**
Job Family Role Profile	**OS9**
Final Grade	**9**

To be read in conjunction with the job family role profile

Service Area description

This post is located within the Digital Innovation & ICT Service, part of the Innovation & Commercial Directorate at Cumberland Council. The ICT Service is directly responsible for the support, maintenance and improvement of the Council's ICT estate. More specifically, this post is located within the ICT Programme Management Office which is responsible for the management and delivery of a large scale dynamic portfolio of ICT projects delivering change and facilitating technological improvement across a diverse range of front-line services and back office services, and supporting the ongoing disaggregation of the ICT Service following Local Government Reorganisation. The ICT Service is a hosted service providing ICT support to both Cumberland and Westmorland & Furness Councils and the Fire & Rescue Service.

Purpose of this post

- To support and contribute to the coordination, management and delivery of the overall ICT project portfolio.
- To support and contribute to, and where appropriate to take on the management of, specific projects within the overall ICT project portfolio.

Key job specific accountabilities

1. Under the direction of the ICT Programme Manager, support the delivery and effective management and governance of the ICT project portfolio. Frequently working with a number of internal or external stakeholders to establish and agree required project activity, scope and outputs.
2. Facilitate all aspects of programme/project support in relation to the ICT project portfolio, maintaining accurate project performance and management information across the whole programme. Support the Programme Management Office functions to provide and maintain appropriate knowledge and information management tools and reports to ensure the department takes an evidence-based approach to decision making and allocation of resources.
3. Contribute to the co-ordination and scheduling of programme / project delivery and departmental resources across all stages of programme / project life-cycle. Where appropriate take on the management of specific projects, or elements of projects, within the ICT project portfolio.
4. Provide administrative support across the breadth of the programme, including but not limited to data analysis, resource scheduling, performance and management information reporting and procurement activity to help ensure that projects are delivered in a timely fashion and within budget. At the direction of the ICT Programme Manager take on specific responsibility for the effective management and delivery assigned departmental work and support to ICT management.
5. Maintain systems and contribute to the continuous development of the Programme Management Office functions and tools to ensure managers and staff are best supported in the delivery of projects. Support managers and staff to ensure the best use of resources (both staffing and non-staffing) contributing to an efficient working environment.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	• Co-ordinating and supporting the delivery of the ICT project portfolio within agreed budgetary and funding limits

Staff Management Responsibilities	• No specific staff management responsibilities, however the nature of the role will often require some element of matrix management.
Other	• N/A

Essential Criteria - Qualifications, knowledge, experience and expertise

- Knowledge and experience of project or programme management techniques and methodologies.
- NVQ3 in Business Administration/Project Management or a similar discipline, or equivalent experience.
- Knowledge of local government procedures, procurement processes and experience of working in a change management environment.
- Experience of working with a variety of customers within a commercial and non-commercial environment; experience of developing schedules, plans and reports to support the implementation of change and effective and timely delivery of projects.
- Use of ICT packages including MS Office; knowledge/experience of ServiceNow would be advantageous.
- Ability to work systematically and to effectively prioritise tasks in a pressured delivery environment.
- Ability to problem solve through creative thinking.
- Positive approach to team working.
- Solution focussed with ability to resolve challenges through own initiative.

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Job working circumstances

Emotional Demands	• No/minimal emotional demands.
Physical Demands	• Normal effort required.
Working Conditions	• No exposure to adverse weather, occasional working with adverse temperature and/or noise, normal levels of adverse people behaviour.

Other Factors

- Following Local Government Reorganisation in April 2023 the existing local government structure in Cumbria was replaced with two new local authorities Cumberland Council and Westmorland & Furness. This role is within the ICT Service hosted by Cumberland Council and provides support and services to Cumberland Council, Westmorland & Furness and Cumbria Fire & Rescue Service.