



Cumberland Council

Post Specification

Date	May 2024
Post Group Number	8240
Post Title	Project Support Officer - Transformation
Job Family	Organisation Support
Job Family Role Profile	OS9
Final Grade	Grade 9

To be read in conjunction with the job family role profile

Service Area description

Cumberland Programme Management Office (PMO) is within the Business Transformation and Change Directive and is currently split into 4 core components of Transformation, Assurance, Disaggregation and Capital.

The Programme Management Office supports ways of improving, governing, controlling, and assuring investment and change within the Council, leading by example and helping others to accomplish it. Work led by the transformation team will deliver the Council Plan priorities of putting health and wellbeing at the centre of everything we do, building inclusive economy, having a fairer society, protecting our environment and ultimately, delivering great public services.

Transformation programme vision

"Achieving long-term financial sustainability, and delivering high-performing services for our residents through implementation of an effective operating model."

The transformation programme is driven by the following themes:

People and culture - Setting culture, capability, values, relationships; workforce planning; systemic approach to driving performance.

Technology - Efficient joined-up systems and processes, enterprise architecture, innovation through technology, data and insight.

Operating model - Managing demand; prevention; early engagement; pre-front door; self-service; continuous improvement.

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 county and district councils 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

1. Lead the provision of professional project/programme support to sponsors/owners and teams on a number of allocated project/programmes.
2. 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 programme management office project management methodology and associated tools, and promote the value and benefits of these.
3. Collect, analyse and report on project specific information to meet stakeholder requirements, updating routine monitoring data and generally maintaining programme data and information.
4. 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.
5. Be proactive in identifying opportunities for improvement and/or simplification of project processes and seek to implement these, sharing good practice across the programme.
6. 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.
7. Provide support to the programme staff in planning and organising project/programme boards, workshops, events etc and provide direct support to meetings, where required.
8. 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	• N/A, but may have some responsibility for monitoring project expenditure
Staff Management Responsibilities	• 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	• 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 requires does not require a DBS check.

Job working circumstances	
Emotional Demands	• 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	Predominantly office / home based, with minimal physical demands
Working Conditions	Predominantly office / home based but may be required to travel around county to varied council (and potentially partner) offices / sites
Other Factors	
• None	