Westmorland & Furness Council

Post Specification

Post Specification - Key Information

- **Post Title:** Digital Programme Support Officer
- **Date:** February 2026
- **Post Group Number:** 8510
- **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 role will be part of the Westmorland & Furness Council Digital Innovation Team, Enabler Services Directorate.
- This post will report to the Service Manager – Digital Innovation.

Purpose of this Post

- Support the Digital Innovation Team in planning, executing, and monitoring digital projects and initiatives.
- Ensure compliance with relevant policies and procedures.
- Contribute to the successful delivery of digital innovation projects.
- Demonstrate excellent administrative skills and a strong understanding of project management processes.
- Commit to delivering high-quality project work.

Key Job Specific Accountabilities

- Assist Digital Leads and Project Managers with planning, execution, and closure of digital projects.
- Maintain and organise project documentation (e.g., status reports, meeting minutes, action items).
- Facilitate stakeholder engagement across internal teams, external vendors, and public sector partners.
- Schedule and coordinate project meetings, prepare agendas, and distribute materials and actions.
- Track project progress against milestones and prepare regular status reports.
- Ensure compliance with public sector regulations and best practices.
- Support resource management including personnel and equipment.
- Identify and escalate project issues and risks for timely resolution.
- Contribute to process and tool improvements in project management.
- Maintain a well-organised project filing system.

Key Facts and Figures of the Post

- **Budget Responsibilities**:

  o No specific budget responsibilities however the nature of the role will often require budget awareness with tracking and reporting responsibilities.

- **Staff Management Responsibilities:**
  - o No specific staff management responsibilities but the role will need to collaborate closely with stakeholders at all levels.

- **Other:**
  - o Please note annual targets will be discussed during the appraisal process

Essential Criteria

The following are all essential for the role however extended experience in the fields required will be considered if you do not meet all the qualification requirements for the role.

- **Qualifications:**
  - o NVQ3 in Business Administration/Project Management or a similar discipline.
- **Knowledge:**
  - o Proficiency in project management software (e.g. MS Project) and standard office applications (e.g. MS Office Suite).
  - o Understanding of project management methodologies (e.g. Agile, Waterfall, Prince2) and familiarity with public sector regulations and compliance requirements.
- **Experience:**
  - o Minimum 1-2 years of experience in project management, preferably within an similar environment.
  - o Experience in public sector projects or understanding of government processes desirable.
- **Expertise:**
  - o Excellent verbal and written communication skills, with the ability to interact effectively with diverse stakeholders.
  - o Strong interpersonal skills and the ability to work collaboratively within a team environment.
  - o Strong organisational and multitasking abilities, with a keen attention to detail and accuracy.
  - o Ability to work systematically and to effectively prioritise tasks in a pressured delivery environment.
  - o Ability to identify issues and propose practical solutions in a fast-paced environment.

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:**
  - o Working with minimal emotional demands
- **Physical Demands:**
  - o Minimal
- **Working Conditions:**
  - o Minimal – Agile. Working in directorate-based locations across Westmorland & Furness Council
- **Other Factors:**
  - o N/A

Other Factors: None identified.