

Job Role:	Programme Support Officer
Service:	Transformation and Improvement
Reports to:	PMO Manager
No. of Subordinates:	0
HR USE ONLY	
Job Role Ref:	CSUP
Job Family:	Corporate Support
Proposed Grade:	Band G

JOB ROLE PURPOSE

Proactively Support the Programme Management Office (PMO) and Transformation Office by providing specific support to projects and programmes. This includes technical and administrative activities concerned with the creation, maintenance and control of configuration items, and the relationships between them. And provide help and advice to Wirral's Programme & Project Concerto Users by means of telephone and face-to-face support.

KEY TASKS

1. Develop and maintain the set of processes tools and databases that are used to manage configuration data and documents, providing information management support to the PMO
2. Support the programme governance structures to ensure programmes are appropriately governed, papers distributed, agendas collated and actions and decisions are logged.
3. Actively pursue matters arising from meetings and chase progress to ensure speedy, accurate and effective follow up actions
4. Work closely with project managers and business analysts to identify and escalate slippage in project tasks.
5. Maintain, control and update programme and project information
6. Provide standard reports and custom reporting from the Concerto Programme And Project Management System
7. Ensure that reporting deadlines are achieved, chasing information as required and challenging the quality of the component data
8. To take responsibility for delivering projects as required ensuring adherence to all Transformation Office requirements throughout the project life-cycle.
9. Support the PMO resource management function with the acquisition of resources by maintaining relationships with external organisations that can supply resources; contract agencies for staff, plant, equipment, building space etc.
10. Provide 1st line resolution for Programme & Project enquiries and Concerto software issues & problems; record requests for assistance, escalating to senior members of the PMO as necessary and track requests to resolution.

11. Process expenditure requests, requisitions, invoices and other financial documents as necessary
12. Provide and deliver Project Lifecycle and Transformation Programme training courses
13. To facilitate project meetings, stakeholder & risk workshops and conduct Project reviews required to deliver bespoke Projects.

KEY RESPONSIBILITIES

People

Key member of the Transformation Office providing flexible and adaptable support to colleagues where necessary.

First point of contact for the service and liaise with officers at all levels including the most senior decision makers.

Liaise with appropriate officers in responding to complaints and enquiries relating to the Transformation Office from members of the public, Councillors, MPs, redirecting as appropriate and tracking/monitoring outcomes.

Lead on development and configuration of Concerto Programme and Project Management (PPM) Software directly with vendor regarding Council wide requirements specifications and issues management.

Liaise directly with Elected Members, Trade Unions and all officers within the Council.

Create effective relationships and strong networks with key contacts/partners to maximise the opportunity for innovation.

Financial

Process expenditure requests, requisitions, invoices and other financial documents.

Deal with petty cash, procurement cards and corporate credit cards in line with financial regulations.

Track and monitor the Transformation Fund ensuring processes for approval are robust.

Support benefit profiling, base lining and benefits management processes.

Strategic

To scope, research and cost different options, in order to support Project or Programme Managers to produce business cases.

Resources

Identify and organise resources to meet on going demands as requested.

Support the development of the resource management function and tools.

Maintain the Transformation Office assets database

Planning and Organising

Use software tools to report, analyse and communicate plans

Ability to plan and organise and manage own work plan over a 6-12 month advance programme.

Ability to plan and organise projects, work and diary to meet tight deadlines.

Ensure as requested meetings/ events are scheduled and delivered.

Decision Making

Requirement to act on own initiative, escalating issues by exception.

Resolve issues arising from own work and provide issues management assistance to projects and programmes

Apply knowledge and understanding of the work area in order to determine an appropriate course of action that produces a consistent and accurate result.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Qualifications:

- Minimum NVQ Level 3 or equivalent

Knowledge & Skills:

Working in a PM environment:

- Ability to use process and tools to capture progress against plans and manage information flows
- High proficiency in appropriate Office applications including Word, Excel, Outlook, PowerPoint and project management tools such as MS project. Including excellent keyboard skills for the producing of high quality documentation.
- An ability to access reference material and information as required
- Interpersonal skills
- Demonstrate highly developed interpersonal skills necessary to deal appropriately with a wide range of contacts often at senior level; able to communicate effectively in writing and orally.
- Operate with the upmost discretion and integrity, recognising the commercial and reputational sensitivity of initiatives.

Planning and organising:

- Excellence in proactive planning and organisation and demonstrable diary management skills.
- Capable of working to and meeting multiple deadlines in a challenging and dynamic environment with a high level of autonomy, using own initiative.

Experience:

- Experience of providing effective and efficient project support in a complex and high paced organisation

Desirable Criteria

Qualifications:

- Project management qualification (Prince2 Foundation or Practitioner or equivalent)
- Degree or equivalent

Knowledge & Skills:

- A broad knowledge of local government and the role of Councillors.
- Ability to analyse complex data and draw conclusions
- Knowledge of the Concerto PPM System including configuration and reporting functions
- The ability to make best use of all technologies available (such as i-Pad, Lync, SharePoint, Concerto or equivalent) for more effective meetings and information availability.

Experience:

- Experience of working on projects or programmes within a PMO.
- Experience of configuration management within a PMO
- Experience of providing effective programme and project assurance
- Recent experience of working as an entry level Project Manager

ADDITIONAL WORK ELEMENTS

Ability to travel across the Borough and work from various locations.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Signed Head of Service

Date

Michele Duerden

14.02.2017