

Title
Programme Officer

Department
Children & Families (Service Improvement)

Post Ref.

Job Purpose

To support the delivery of defined projects that drive service improvement and transformational change under the Children and Families Portfolio. This includes cross-council projects, cross-authority projects and cross-partnership projects, ensuring the continued delivery of efficient and cost effective services.

Key Responsibilities

1. To support the Project Manager in the planning and delivery of high governance projects
2. Provide support and training to operational service leads in scoping, planning, tracking and closing projects
3. Responsible for maintaining key project documentation and putting it to effective use to inform action required within projects or programmes of work, making adjustment based on agreed decisions
4. To deliver specific pieces of work either within existing projects or as discrete pieces of research and/or analysis to support decisions around project feasibility
5. Contribute to the governance of project progress against set targets and plans via the appropriate reporting method, identifying and escalating any potential slippage or risks
6. Analyse and interpret information from service leads and other stakeholders to inform project delivery
7. Liaise with service leads providing guidance to ensure a consistent corporate approach is applied to project delivery
8. Undertake work as appropriate to ensure the smooth progress of projects.

Key Accountabilities

9. Accurate and honest reporting of project status and key risks to the Project Manager
10. Embedding change and a culture of continuous improvement across all areas of work
11. Building strong working relationships enabling effective and open communication and successful collaboration
12. Conducting yourself with integrity and due regard to achieving effective services and value for money
13. Actively contribute to the development of the team, sharing knowledge and learning to increase the effectiveness of the service as a whole.
14. Adhering to all relevant Council policies and procedures including the delivery of the Council's policies for fairness and respect including setting high personal standards
15. Taking personal responsibility for updating your own professional development in line with current practices
16. Being a good example yourself, supporting others and encouraging ideas and development

Tier 7 – Experienced / Professional Staff

The post holder will perform any duty or task that is appropriate for the role described

Person Specification

Experience, Knowledge and Qualifications

1. Evidence of continued professional development, preferably to include a project management qualification e.g. PRINCE2
2. Significant experience of successfully delivering service improvement, change and / or organisational development, preferably within a large multifaceted organisation
3. Significant experience of working, with minimal supervision, in a developmental role (e.g. leading work streams within projects)
4. Significant experience of successfully working with a range of senior managers and stakeholders (e.g. Elected Members) across a large organisation preferably within local government
5. Experience and understanding of financial/budget management
6. Ability to solve problems, recommend solutions and make decisions to drive forward project delivery.
7. Working knowledge of children's services

Skills and Abilities

11. Well-developed planning skills with the ability to use own initiative to plan and manage and prioritise own work programme, projects and other resources
12. Well-developed communication, presentational, negotiating and influencing skills
13. Ability to effectively use technology to work efficiently
14. Good team working skills, including actively sharing knowledge and information to contribute to team successes and achievements
15. Well developed research and analytical skills with the ability to understand, interpret and relay complex issues
16. Well developed project and change management knowledge and skills and the ability to apply project management methodology.

Personal Skills and General Competencies

8. To be positive, flexible, versatile and resilient remaining outcome focussed to achieve success
9. A desire to drive innovation and improve efficiency and effectiveness
10. Take an active role in managing risk, health and safety issues.

October 2020

Please attach a structure chart

Tier 7 – Experienced / Professional Staff