Nottinghamshire County Council

Title: ICT Programme Officer	Department: Chief Executives	Post Ref:

Job Purpose:

To work as part of a team in scoping and delivering successful programmes and projects.

To take responsibility for the management of small projects and small pieces of work.

To help guide and support the Product Delivery Team in providing correct and appropriate documentation as determined by the current governance processes.

Key Responsibilities

1. To support the managers of projects (AGILE & Waterfall) in all aspects of Project Management and product delivery.
2. To manage small projects and small pieces of work of a value up to 250k and of low/medium complexity covering delivery to traded partners, internal NCC customers and ICT infrastructure projects.
3. Assist in the identifications of robust project business cases in support of projects.
4. Assist in the scoping and identification of appropriate governance, delivery framework and project methodology to suit the type and complexity of project and service environment (PRINCE2, Agile etc.).
5. Assist in the identification of clearly defined objectives, deliverables and outcomes within projects ensuring that, through structured benefits management and realisation approach, expected business benefits can be achieved by the organisation.
6. Assist in the analysis and definition of the user communication, education, training and support requirements required to maximise the benefits from ICT-enabled business projects.
7. Secure appropriate resources to deliver projects and small pieces of work in terms of staff, skills, funds and supporting functions.

Key Accountabilities

1. To the Head of Product Delivery for delivering project outputs on time, within budgets and to required standards in line with incumbent governance.
2. For the day to day management of project or small pieces of work.
3. For the day to day management of a project team (where applicable).
4. For the day to day management of the project budget (where applicable.
5. For accurate and timely reports and updates on project progress as deemed required by the governance.

8. Take responsibility for the delivery of products and services to meet the needs of the authority within agreed standards. 9. Ensure work packages issued to team members are fully defined and authorised and effectively carried out. 10. Manage the development of technical solutions to meet project requirements. 11. Monitor, measure and report on the progress of projects and small pieces of work throughout their full lifecycle, ensuring key milestones and deliverables are met. 12. Support the ICT PMO by providing management information on projects to assist in monitoring and controlling the ICT programme of work. 13. Work with your Product Delivery team members to ensure appropriate project documentation is produced by the team and made available to PMO and ICT Management. To allow clear understanding of project positions and where they are failing. 14. To act as liaison, where required, between Product Delivery team and PMO. 15. To deliver solutions in the most efficient fashion. Utilising agile methodologies such as SCRUM and Kanban, as well as others, where required and doing so in an environment of KAIZEN 16. Membership of any working groups, forums or committees within the post holder's area of work.	
The post holder will perform any duty or task that is appropriate for the role described	

Person Specification	
Education and Knowledge	**Personal skills and general competencies**
1. Good literacy and numeracy skills to NVQ Level 3 or equivalent. 2. Project Management skills including the practical use of a recognised project management methodology and techniques.	16. Excellent communications and interpersonal skills in meetings, presentations and workshops. 17. Presentation, written and verbal communication and numeracy.

3. Knowledge of IT systems and solutions and their effective implementation with an understanding of NCC's current technology base and emerging technologies.
4. Experienced user of MS project, Word, Excel, Vision, Outlook and Powerpoint, Trello and MS Devops.
5. Understanding of key infrastructure and enabling technologies.

Specialist Knowledge/Skills

6. Well-developed planning skills with the ability to use own initiative to plan and manage own work programme.
7. Demonstrates good oral and written communication skills.
8. Good presentational and facilitation skills with the ability and confidence to present to and brief audiences at all levels in the organisation.
9. Has a thorough understanding of project management methodologies and delivery lifecycles.
10. Well-developed communication and influencing skills.
11. Well-developed interpersonal skills with the ability to build strong relationships, challenge appropriately and secure buy-in
12. Experienced user of MS Project, Word, Excel, Visio, e-mail, PowerPoint and the internet / intranet.
13. Influencing and negotiating skills to ensure buy-in and commitment.
14. Commercial and contractual knowledge and awareness.
15. Experience and understanding of financial/budget management.

Experience

1. Experience of project management and/or supporting project work.
2. Significant experience and competence using IT and common business support packages including word processing and spreadsheets.
3. Experience of carrying out research tasks with minimal supervision
4. Experience of supporting change management and cross-service/service improvements in a large organisation.

18. Time Management.
19. Team Working.
20. Influencing, negotiation and facilitation skills.
21. Commercial and contractual knowledge and awareness.
22. Sets an excellent example of customer care for other staff.
23. Anticipates customer needs to provide excellent service continually striving to improve efficiency and effectiveness
24. Ensures the Council's policies for fairness and respect are delivered including setting high personal standards
25. Takes an active role in managing risk, health and safety and safeguarding issues.

Role Dimensions

1. Will work with colleagues to support the scoping, planning and delivery of minor and major programmes and projects.

2. Will take personal responsibility for the management of small projects, small pieces of work and tasks within larger projects and programmes.

Date: September 2020