



Title Business Support Development Officer	Department Resources, Customers & HR, Business Support	Post Ref. RES530
Job Purpose Working directly to the Group Manager to ensure the effective delivery of a number of Corporate Business Support Service projects that will contribute to the continued delivery of required cashable efficiencies and continuous service improvement and transformation.		
Key Responsibilities <ol style="list-style-type: none">1. To support The Group Manager, Senior Executive Officer (SEO) and members of the HRCLST in all aspects of programme and project management.2. Take responsibility for small scale projects, including those that are cross-departmental in their impact. Manage allocated budgets and team members to achieve the necessary aims and objectives.3. Undertake the necessary scoping and identification of appropriate governance, delivery framework and project methodology to suit the type and complexity of the project and service environment.4. To ensure that effective mechanisms are in place to measure and report upon progress towards and achievement of key milestones and deliverables. Take the initiative in engaging with the appropriate managers, partners and stakeholders to ensure projects remain on track, whilst escalating any potential slippage or risks.5. Undertake quantitative and qualitative evaluation to measure programme/project performance and realisation of benefits.		Key Accountabilities <ol style="list-style-type: none">1. The provision of timely, reliable, focussed support to senior managers/officers which ensure their inputs are optimised.2. The successful delivery of the project in accordance with plan and schedule.3. The acquisition and presentation of relevant intelligence/information which underpins project initiation, definition and planning.4. The effective monitoring of project performance which maximises the chances of project success.5. Provision of reports which illustrate the impact of programmes/projects, the realisation of benefits and identifies any need for further work.

<ul style="list-style-type: none"> 6. Provide support and guidance, as necessary to project leads, senior officers and team members in project methodology and the use of project documentation to ensure a consistent corporate approach is applied. 7. Undertake research and analysis on behalf of the Group Manager/project lead(s), presenting information and reports which meet specified requirements. 8. To coordinate the Business Support structure and support the Group and Team Manager's in the management and monitoring of associated budgets and income. 	<ul style="list-style-type: none"> 6. Actively contribute to the knowledge and learning of others to increase the effectiveness of the programme/project. 7. Create informative and relevant data to the required specification within the required timescale.
The post holder will perform any duty or task that is appropriate for the role described	
<i>Dimensions</i> <ul style="list-style-type: none"> 1. Corporate programmes and projects with cross-departmental impact on support service functions. 2. Supports the delivery of improvement and efficiency programmes/projects which directly impact upon a service budget of c£8m. 3. Manages small scale projects up to £250,000 in value. 4. Builds relationship with and co-ordinates the work between multiple partners, both internally and externally. 5. Engages with a wide range of stakeholders, up to and including Service Director level, across NCC directorates, and external to the organisation. 	
<i>Person Specification</i>	
<i>Experience, Knowledge and Qualifications</i> <ul style="list-style-type: none"> 1. Evidence of continued professional development, preferably to include a project management qualification e.g. PRINCE2 2. Significant experience of successfully delivering service 	<i>Personal Skills and General Competencies</i> <ul style="list-style-type: none"> 7. To be positive, flexible, versatile and resilient remaining outcome focussed to achieve success

<p>improvement, change and / or organisational development, preferably within a large multifaceted organisation</p> <p>3. Significant experience of working, with minimal supervision, in a developmental role (e.g. leading work streams within projects)</p> <p>4. Significant experience of successfully working with a range of senior managers and stakeholders across a large organisation preferably within local government</p> <p>5. Experience and understanding of financial/budget management</p> <p>6. Ability to solve problems, recommend solutions and make decisions to drive forward project delivery.</p>	<p>8. A desire to drive innovation and improve efficiency and effectiveness</p> <p>9. Take an active role in managing risk, health and safety issues.</p>
<p>Skills and Abilities</p> <p>10. Well-developed planning skills with the ability to use own initiative to plan and manage and prioritise own work programme, projects and other resources</p> <p>11. Well-developed communication, presentational, negotiating and influencing skills</p> <p>12. Ability to effectively use technology to work efficiently</p> <p>13. Good team working skills, including actively sharing knowledge and information to contribute to team successes and achievements</p> <p>14. Well developed research and analytical skills with the ability to understand, interpret and relay complex issues</p> <p>15. Well developed project and change management knowledge and skills and the ability to apply project management methodology.</p>	
Date 04/05/18	