

POST TITLE	PROJECT SUPPORT OFFICER
DIRECTORATE	CHIEF EXECUTIVE
SERVICE	POLICY AND INSIGHT
RESPONSIBLE TO	LEAD POLICY OFFICER
NUMBER OF POST HOLDERS	1
ACTING UP/ SECONDMENT	

PURPOSE OF JOB

To support the Policy and Insight Team, ensuring that all the project programmes and general deliverables are supported, tracked and monitored.

To ensure that comprehensive and accurate records are updated on project performance to enable benchmarking to take place and to support continuous improvement.

To support the Head of Strategy and Strategy Managers in refining, updating and maintaining all project plans.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

Collect, verify and record information provided by the wider project team and from other relevant sources.

Ensure that all project programme records are kept up to date and that regular performance information is produced when required.

Deal with queries on project programme performance, progress and expenditure.

Undertake specific ad-hoc projects in order to provide detailed reporting on individual elements of the programme.

Ensure compliance with Departmental and Service Policy/Strategy.

Ensure that all processes and practices are Quality Assured to achieve the desired outcomes.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

Support the Head of Strategy and Strategy Managers in exploring new and innovative solutions to meet the needs of the project programme.

Provide innovative and creative ideas to improve the way in which project progress can be measured, monitored and reported.

The post holder will be required to maintain good communication and work with management and employees from a wide variety of internal and external stakeholders.

The post holder will make decisions on the way in which information is most accurately collected and recorded to provide the most relevant and timely customer and management information.

The post holder will be educated to HND level or equivalent and have additional experience/knowledge in project management/delivery.

Decisions taken by the post holder could have financial and reputational implications for the Council.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

The post holder will be expected to prioritise competing demands that will impact on their job activities, responding effectively to the changing demands impacting on the service within agreed resource constraints.

Although the post may be exposed to some physical demands and some adverse working conditions these will be predominantly within the range of normal office based activities.

Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

This post has no supervision or management responsibilities

RESOURCES

The post holder has responsibility for the control of the programme project resources and maintaining all electronic records/data.

HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).