

## London Borough of Tower Hamlets

### Job Description

<b>JOB TITLE:</b>	Project Support Officer
<b>GRADE:</b>	G
<b>POST NUMBER:</b>	
<b>DIRECTORATE:</b>	Childrens Services
<b>SERVICE:</b>	Early Help & Children & Family Service
<b>RESPONSIBLE TO :</b>	Transformation Programme Manager
<b>RESPONSIBLE FOR:</b>	No management responsibilities
	DBS not required Is the post politically restricted? – No

<p><b>JOB SUMMARY:</b></p>	<p>The Family Hub transformation programme is a £4.2m 3-year transformation programme with yearly funding dependent on specific deliverables. The programme is a government funded initiative delivered by Local Authorities, the objectives are to join up and enhance services for families from conception to age 25 for young people with Special Educational Needs and Disabilities; and to empower parents to give their children the best start in life.</p> <p>The Project Support Officer will provide support to Project and Programme Managers in the delivery of various projects and initiatives as part of the Family Hubs programme. Be conversant with project tools, techniques and methodologies to ensure project records are effectively maintained and accurate.</p> <p>Undertake monitoring activities for projects and programmes by updating and using relevant ICT software including Microsoft Project and Excel.</p>
<p><b>ROLE REQUIREMENTS:</b></p>	
<p>1.</p>	<p>Provide support to the Family Hubs programme; including monitoring and maintaining programme records and developing highlight documentation and the arrangement and support of some key board meetings.</p>
<p>2.</p>	<p>Completion of risk and issue registers, maintain actions logs, follow up and work proactively to ensure good administrative practices.</p>
<p>3.</p>	<p>Ensure programme resources and finance are mapped and maintained effectively to enable flexible movement and sharing of resource between projects and programmes where necessary.</p>
<p>4.</p>	<p>Use a range of ICT software to develop programme documentation including Project, Visio, Powerpoint, Excel and Word.</p>
<p>5.</p>	<p>Provide research and comparator information to support the development of projects and programmes, where necessary,</p>

	and maintain a library of expert knowledge and thinking relating to transformation programme themes and project management expertise.
<b>CORPORATE RESPONSIBILITIES</b>	
6.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
7.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
8.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
9.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
10.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
11.	Actively participate in service / team activities, having regard to the council's corporate priorities and outcomes, as set out in the Strategic Plan.
12.	Continuously improve systems and processes and, as part of our Smarter Together Transformation programme, modernise our core support and enabling functions to improve effectiveness and efficiency
13.	Promote and actively participate in the programme of service reviews and transformation projects to improve the council's operational effectiveness.
14.	Utilise new ways of working to champion our diverse communities and secure effective outcomes for the council's residents.
15.	Deputise for the Senior Transformation Business Analyst as required.

16.	To contribute to the development of business analysis techniques and practices within Corporate Strategy, Improvement and Transformation and across the council, disseminating best practice through development of toolkits and mentoring.
<b>PEOPLE</b>	
17.	Work collaboratively with the council's partners and stakeholders to inform decisions, ensuring that this supports the delivery of specific service programmes and deliverables.
18.	Work with managers to establish clarity around expected outcomes and standards, with clear lines of accountability.
19.	Promote a culture of learning and workforce planning that enables staff to realise their potential, manage their careers and therefore improve outcomes for Tower Hamlets' residents.
<b>FINANCE</b>	
20.	Work with managers and colleagues to explore and develop opportunities for efficiencies and drive down spend where appropriate.
21.	Work with managers and colleagues to ensure services that are delivered or procured represent value for money.
<b>SERVICE</b>	
22.	To carry out all duties in line with the Council's Standing Orders, Financial and Procurement Regulations and Constitution.
23.	To play an active role individually and as part of the team in identifying and implementing improvements to the quality and efficiency of the Corporate Strategy, Improvement and Transformation service.
<b>PERFORMANCE</b>	
24.	To meet relevant performance targets in the council's strategic plan and service plans. These will be agreed with

	the postholder as part of the My Annual Review process.
--	---

**OTHER CONDITIONS:**

To carry out other duties and responsibilities commensurate with the level of the post as directed by the Corporate Director/Director/Head of Service.

<b>Person Specification for the Post of Project Support Officer</b>		<b>Essential (E) or Desirable (D)(if applicable)</b>	<b>Method of Assessment A=Application Form T= Test I= Interview</b>
<b>Knowledge</b>	Excellent knowledge of office procedures preferably in a local government environment.	E	A/I
	Good knowledge of project management processes and the various project products such as business case, project initiation document, change control etc	E	A/T/I
	Good working knowledge of IT products such as Microsoft Word, Excel, PowerPoint, Project and Visio	E	A/T/I
<b>Qualifications &amp; Experience</b>	Experience of minute taking and the ability to confidently record key decisions and actions in a structured way; building logs of RAIDs.	D	A/I
	Experience in the preparation, collation and distribution of project materials (eg reports and plans) in a timely fashion for key meetings involving senior managers and Members.	E	A/T/I
	Ability to present complex issues clearly and concisely, both orally and in writing, and to develop appropriate promotional material.	E	A/I



**TOWER HAMLETS**

<p><b>Living the TOWER Values sets out the essential behaviours required of all staff.</b></p> <p><b>They are aligned to the organisation’s five TOWER Values</b></p>			
<p>We work <b>TOGETHER</b> across boundaries and with partners to achieve the best outcomes for Tower Hamlets</p>	<p><b>Building relationships</b></p> <p>Must be able to lead and support positive working relationships across the council and with partners to optimise outcomes.</p>	E	A/T/I
	<p><b>Collaborating</b></p> <p>Keep abreast of changes in the external environment which impact on delivery and seek collaborative solutions to achieve the best outcomes</p>	E	A/T/I
<p>We are <b>OPEN</b> and transparent</p>	<p><b>Managing change</b></p> <p>Strongly facilitate with various stakeholders to deliver the pace of change required for the further success of Tower Hamlets</p>	E	A/T/I
	<p><b>Being approachable</b></p> <p>Must be approachable and seek regular internal and external feedback from people to improve how they do things and shape strategy and organisational improvement</p>	E	A/T/I
<p>We are <b>WILLING</b> to challenge, innovate and be accountable</p>	<p><b>Being accountable</b></p> <p>Take accountability for leading the organisation in being ambitious and delivering high standards</p>	E	A/T/I
	<p><b>Improvement and Innovation</b></p>	E	A/T/I

