

Project Officer

Job Description / Person Specification

Contents:

[Job Description](#)

[Person Specification](#)



www.reading.gov.uk



Reading
Borough Council

Working better with you

Job Description

Job Title Project Officer

Location Civic Offices, Bridge Street - will be required to travel to other offices as work dictates.

Grade/Salary Range RG6 (SCP 28-33, gateway at SCP 31)

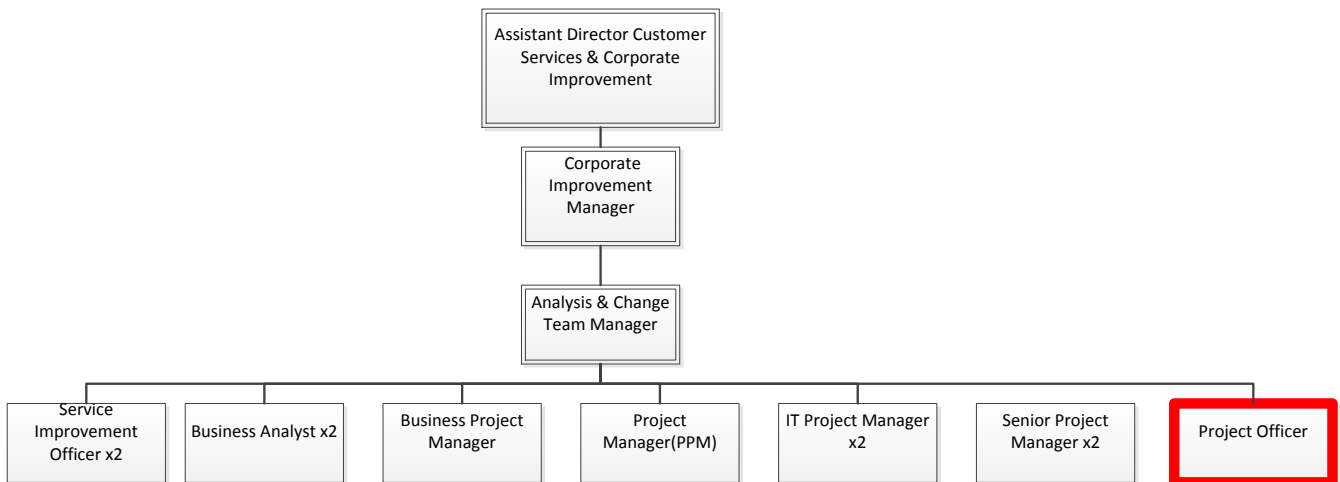
Service/Directorate

Corporate Improvement/Directorate of Resources and Customer Services

Job Purpose

The post holder will sit as part of the Programme Management Office (PMO) team of experienced project management and change professionals. You will provide support around project planning and co-ordination for the Council’s ambitious transformation and savings strategy. You will produce project plans, support service improvement activity and monitor performance and reporting against a portfolio of projects.

Designation of Post and Position within Departmental Structure



Main Duties and Responsibilities

Service Improvement Projects

1. To support the development of multiple projects to deliver change and transformation outcomes including service efficiencies, better demand management, new service delivery models, and income generation initiatives.
2. Support in the development, review, monitoring and reporting against project plans to ensure delivery. To develop action plans to deliver and implement service improvement projects including the production of work streams including resource estimates and clear business outcomes.
3. Support the timetabling of projects in consultation with senior managers programme managers and other stakeholders.
4. To support the project management team coordinate and work alongside other council staff, suppliers and contractors to ensure successful delivery of projects.
5. To obtain and analyse service and performance metrics including financial analysis of service areas to support the council's portfolio of projects. To obtain and analyse best practice against service performance metrics including financial analysis for business cases.
6. To produce and present reports using data analysis to recommend service improvements including options analysis to senior managers.
7. To drive the development of good practice, including identifying and researching examples of good practice, and providing support, advice and guidance to senior managers and partners on implementation.
8. To project manage and implement service improvement projects including development of business cases, process design or redesign.
9. To work collaboratively and effectively with all colleagues across the Council to enable delivery of key project outcomes.

Performance Management:

10. Maintain appropriate data/records in relation to key elements of projects, programmes and contracts, provide timely updates to PM's and Senior PM's
11. Accurately provide regular performance reports through the Council's Programme, Project and Performance management frameworks.

General:

1. Develop strong and effective relationships with senior managers, councillors, partners and community groups where relevant
2. To ensure that equalities, diversity and cohesion are incorporated into business planning and service improvement plans and that the work of the service gives consideration to impact on communities and staff through the completion of EQIAs and other relevant tools.

Progression criteria to RG6 above the gateway

1. To identify opportunities for improvement and undertake service transformation projects through the use of structured process re-engineering, organisational and business change and project management methodologies
2. To obtain and analyse complex service and performance metrics including financial analysis
3. To develop action plans to deliver service transformation projects, (including the production of work packages, incorporating resourcing estimates) with clear business outcomes
4. To produce and present reports using data analysed and gathered to recommend process improvements (including options analysis) to Programme/Project Leader(s) and/or Operations Managers on assigned projects
5. To design and lead on the analysis and capture of the business needs of service areas into requirements specifications, process maps, technical specifications and training manuals as required, using a variety of approaches

Scope of Job (Budgetary/Resource Control/Impact)

1. None directly but will have responsibility for robust budgets management associated with delivery of projects.
2. The post holder will not have any staff supervision but will be expected to lead and manage staff across the Council in the delivery of projects.
3. Budget directly responsible: None directly but will have responsibility for robust budgets management associated with delivery of projects.
4. Key resource to support and enable the delivery of service improvement programmes and associated projects aimed at improving the performance of the Council.

Special/Other Requirements/Responsibilities of this Post

Level of DBS check required for this post	No Check Required
What other security/safer recruitment clearances are required for this post? (excluding standard identity/work permit/education qualification checks)	N/A
Is this post “politically restricted”?	NO
Responsibility for Health & Safety:	LEVEL 1
Please specify responsibility for implementing the Council’s risk management strategy as it applies to the service, ensuring risks to service delivery and specific projects or initiatives are recognised and that actions are taken and monitored to mitigate risks identified	The post holder will be responsible for identifying and managing risks associated with the delivery of projects.
Please specify any other Statutory Duties and/or responsibilities of this post not already covered in the “Main Duties & Responsibilities” above	N/A

Person Specification

Qualifications/Education/Training

1. Educated to degree level or be able to demonstrate equivalent knowledge, skills and aptitude.
2. Experience in use of relevant analysis, project management and improvement techniques. Advanced IT skills for analysis and performance monitoring; design and use of spreadsheets, databases and MS Office Professional or equivalent.
3. A commitment to continued professional learning and development.

Experience

1. Relevant experience of strategic planning and implementation, including production of reports, briefings targeted at senior managers, councillors and government bodies.
2. Experience of business process reviews, use of data gathering techniques and analysing service and performance metrics,
3. Experience of process, organisational, technological and business change, as well as coordination of multiple projects and collation of performance metrics.
4. Experience of managing multiple small to medium sized projects and business case development from conception to completion. Including Client /Contractor working, coordination and liaison with colleagues and external agencies
5. Experience of corporate and partnership working.
6. Experience of presenting well-reasoned arguments and influencing staff and senior management.

Skills, Abilities & Competencies

1. Demonstrable ability to analyse and evaluate information from a range of sources in order to form judgements, make recommendations and decisions in the development of projects.
2. High degree of self-motivation and initiative. Demonstrable skills in both time and workload management to organise self and other teams to ensure deadlines are met.
3. Strong networking skills, excellent oral and written communication in order to form effective relationships.
4. Ability to motivate and enthuse colleagues to ensure efficient and successful delivery of projects.
5. Highly developed organisational skills. Proven skills in managing projects through to successful completion.

6. Ability to be diplomatic, persuasive and influence the decision making of others through convincing and reasoned arguments.

Gateway Progression criteria RG6m

1. Excellent written skills with proven ability in developing and presenting reports and proposals in a clear and succinct way appropriate for a variety of audiences
2. Proven ability to deliver projects to both budgetary and time constraints.
3. Demonstrable ability to prioritise projects and activities to ensure best value return on resource, the management of multiple projects running in parallel.
4. Demonstrable influencing and negotiation skill and demonstrate ability to be able to effectively deal with challenging or conflicting situations that may arise in the delivery of managed projects.
5. Demonstrate confidence in dealing with staff, Members, contractors and customers.

Specific Working Requirements

1. Ability and willingness to work across a number of sites.
2. Ability and willingness to work occasional evenings and weekends.
3. Willingness to work compressed/extended hours during crucial stages of both managed and participatory projects.