

Hertfordshire County Council Job Outline



JOB TITLE: Project Support Officer
GRADE: H9
REPORTS TO: Business and Development Programme Manager

Purpose of the Job

Set up, monitor and manage progress of various projects, being responsible for all elements of project management in line with departmental requirements, and to support the Project team to achieve agreed Programme outcomes.

Main Areas of Responsibility

Programme Manage Office: To support elements of various large and complex projects identified by department and to lead and manage specific smaller projects when required. To prepare, maintain and monitor project documentation and project plans. To be responsible for risk management within the project, ensuring issues are regularly monitored and resolved providing solutions to problems independently and confidently. Ensure key dates and milestones are achieved. Facilitate project groups as required.

Research and Reporting: To lead and undertake research including the writing of extensive briefs and reports, utilising technology and using project management tools relevant and appropriate to the project and department. Analyse and disseminate complex information and report identifying risks and threats to the project.

Monitor and Review: Independently manage elements of large and complex projects including large cross service projects ensuring a consistent approach is applied. Maintain group involvement by collaborating and communicating with a variety of stakeholders to ensure key priorities are met for the council. Ensure the right measurements are in place, monitor, review and evaluate progress throughout the project.

Change Management: Plan, prepare and deliver presentations to a wide variety of audiences and facilitate workshops. Drive and deliver support and assist with managing/leading on change aspects of projects. Identify learning and development needs and utilise learning and organisational development solutions to support cultural change.

Managing Budgets: Efficiently manage and oversee the allocation of funds relating to the project to include, placing orders, tracking invoices and monitoring spend against budget.

Communication and Building Relationships: Develop and maintain effective working relationships with internal and external partners and stakeholders. Confidently negotiate and challenge stakeholders in promoting aims and objectives of the project, lead on the resolution of or escalate issues in a timely manner. Managing the Communications Plan and co-production activities related to the project clearly, effectively and sensitively.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

- Demonstrates leadership skills in project management
- Demonstrates the use of technology to analyse and share complex information
- Managing priorities and evaluating progress to achieve key critical milestones
- Delivers professional presentations and lead on change management interventions
- Demonstrates effective communication skills challenging and negotiating when required, including using co-production or engagement skills to internal and external audiences, and service users
- Positive and proactive approach to solving problems creatively, escalating issues appropriately.

There are no specific qualifications required for this job although either experience in housing related service delivery or a business-related qualification would be beneficial.

Criminal Background Check

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment.

Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability).