



Project Delivery Support

Grade: SO1

Directorate: Finance and Resources

Service: Digital and IT

Reports to: Project Delivery Support
Team Leader

Deputises for manager

Direct reports: none

Budgets: not a budget holder



London Borough
of Hounslow

Your role

You will be an active member of the Digital and IT team, with specific responsibilities within the project delivery support area, which helps the organisation manage and deliver projects and programmes.

Your contribution will have an impact upon the practical implementation of the #1Hounslow transformation programme and the delivery of the Digital Strategy.

You are a Digital and IT ambassador, actively involved with embracing and leading change. You are outcome-focused and put Hounslow residents at the very heart of everything we do and every decision we take. You will live and breathe our values and behaviours.

You will go beyond your professional discipline and work across boundaries, within the organisation and beyond.

What you'll do

- Work as part of a team that supports the delivery of digital and IT projects and programmes by providing programme management office services, by supporting the work of project delivery managers and by directly managing smaller delivery tasks and projects.
- Understand and be able to articulate the way in which the delivery of strategic projects supports implementation of the digital strategy.
- Maintain the programme portfolio information, working with project delivery managers and others in the Digital and IT service to ensure that a full and accurate picture is kept of current and pipeline projects.
- Ensure that all projects have a consistent approach and that the project delivery managers can evidence appropriate governance and control at each stage of their projects.
- Help to maintain an overall log of all portfolio risks, assumptions, issues, decisions and dependencies, and understand any significant recurring, shared or critical risks or issues that need to be escalated and managed.
- Map dependencies between projects, escalating if there is likely to be an unplanned impact on delivery because a dependency cannot or may not be met.
- Prepare reports, communications and updates on the portfolio status.

What you'll do (continued)

- Help in the planning of resources across projects.
- Provide advice and guidance on programme and project governance.
- Contribute to the review and update of project processes and procedures and maintain any common project documentation.
- Maintain and be the administrator of any project management-related tools and services.
- Directly support project delivery managers working on major strategic projects, including producing reports, plans and documentation, facilitating discussions and workshops and following up progress.
- Take on the management of smaller projects and tasks under supervision, applying an appropriate subset of project management approaches.
- Be the initial reference point for any project-related queries or support calls.
- Take part in organising and facilitating project meetings and workshops.
- Work collaboratively with project delivery managers and other resources within Digital and IT and the wider council on the delivery of projects.
- Engage with new ways of working on project delivery, including the incorporation of service design and agile approaches, prototyping and the piloting of new products and services.
- Assist in the conduct of elections as required.

These are the values that drive us

Lead with heart

We're here for the people of Hounslow. We work together with them and for them with care and compassion, with patience and in partnership. We put ourselves in other's shoes, remembering that every person is different, and every interaction is a real moment in their lives. We always feel first.

Harness the mix

We work together, across disciplines and roles. We talk lots, share our insights, our skills and experience. We're not interested in siloes or defensiveness. We're always open to different approaches, we're flexible and ready to adapt. We break down the barriers between our parts and people to unlock the problem-solving power of our amazing mix of minds.

Do new

We need to do things differently if we're going to help Hounslow people thrive in the future. Hard work is important but it's not enough on its own. We need to challenge ourselves to break new ground, invent new approaches, try new ideas, keep moving forward and keep improving. That means being ready to stop doing things we've done before. It means taking on risk and backing each other when we take a leap.

Pass on the power

The world keeps on changing and we need to change with it. We won't be able to adapt fast enough to the future needs of our residents if we stick to old fashioned command and control. We need to hand over responsibility and give people more power to make decisions and take action themselves. It's about being transparent and straightforward. It's about providing tools and support. But most of all, it's about being ready to trust each other to do the right thing.

Be a rock

There's lots to do and people need us. It's up to us to take the initiative. To take responsibility. To stand up and be counted. Everyday. It's about being super focused, effective and efficient. It's about allocating our resources smartly and with good rationale – using data to help guide our decisions. But most of all, it's about having the strength and determination to keep on going through thick and thin.

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- You'll have experience of working in a similar role and be able to demonstrate excellent organisation skills and a good understanding of a variety of project management approaches.
 - You understand the importance of managing the programme portfolio and how it directly contributes to the realisation of the digital strategy.
 - You have broad experience of supporting project delivery activities and are comfortable in taking on the management of smaller projects or tasks.
 - You can build good rapport with project managers, project resources, suppliers and with colleagues across the organisation and you have a collaborative approach to discussion and problem-solving.
 - You have good attention to detail, you are confident in producing reports, presentations and materials for individual projects or the portfolio and you are familiar with adapting your approach and style to the needs of the target audience.

Let's talk about you

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- You champion change and support those around you to embrace digital ways of working.
 - You have good facilitation and presentation skills and are able to contribute to workshops and training sessions.
 - Accreditation or practical knowledge of using: ITIL Service Management, agile methodologies and project and programme management methodologies.
 - You engage in continuous professional development.

Let's talk about you
(continued)

Our digital strategy



Our vision is to use digital to create connected and inclusive communities in Hounslow supported by innovative and digitally-optimised services.

Steve Curran, Leader of the Council

Hounslow is on an exciting journey of transformation with digital embedded at the very heart. Our work will improve the lives of our communities through improved digital services, skills and connectivity.

Mark Lumley, Director of Digital and IT



- [Read the Digital Strategy on our dedicated digital site](#)
- [Visit the Hounslow Council website](#)



- We are proud that Hounslow is a real community of communities and one of the most culturally diverse areas in the UK. Over 250,000 people live in the borough.
- It's an attractive place to live and work, with miles of river, canals, nature reserves and open spaces. The borough has some of the most beautiful parks and open spaces in London, with no fewer than five historic houses and landscape gardens. Covering 23 square miles, it stretches from Heathrow Airport in the west to Chiswick in the east.
- The borough features modern housing estates, quiet suburbs, green belt villages like Heston and bustling and fashionable cosmopolitan districts such as Chiswick.
- The borough has excellent transport links: the A4 and M4 run through the borough and the area has eight London Underground stations and seven mainline railway stations.

This is Hounslow

Our values have equality, diversity and inclusion at their very heart, best articulated in “Harness the Mix”. It's about breaking down barriers between our parts and people and unlocking the problem-solving power of our amazing mix of minds. We serve a diverse community, we have a diverse workforce and we are committed to being an inclusive employer.

We work hard to create representation across our workforce and leadership community, to encourage diversity network groups and to provide targeted learning and development programmes in order to eliminate inequality, injustice and bias.

Inclusivity

- **Annual leave** – generous annual leave entitlements starting from 24 days and rising to max 30 days.
- **Local Government Pension Scheme** – open to all employees, this is a tax approved, occupational pension scheme. Your contributions are based on a sliding scale according to your salary band.
- **Flexible working** – including job share and part-time working options.
- **Central locations** – the majority of our staff are based at Hounslow House, new purpose-built premises in the heart of Hounslow which is only a short walk away from the tube and overground stations.
- **Technology** – to support you working remotely or in the community.
- **Learning and development** – extensive in-house and external learning and development opportunities
- **Season ticket loans** – interest free loans for the purchase of annual British Rail and London Regional Transport Underground and Bus Season tickets from home to place of work.
- **Staff wellbeing services** - including access to Occupational Health, an Osteopath/Chiropractor and Employee Assistance Programme.
- See our website for additional benefits and information: [working for the council](#).

Employee benefits