**Job Description**

**Programme Support Officer**

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| **Service** | Change & Improvement Service | **Team** | Change & Improvement |
| **Reports To** | Improvement Journey Programme Manager  | **Staff Responsible For** | None |
| **Grade** | 6 | **Salary Range** | £22,129- £25,927 |
| **Location** | County Hall  |

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| **Job Purpose** |
| The Programme Support Officer role presents an exciting opportunity to work within the high-profile area of the authority's Change and Improvement Service. Using your skills and experience to provide a high level of support across the entire Change and Improvement Service. This includes routine administrative tasks to support the Service, data or design work, facilitation, workshops and training support and general business support to workstream leads across our Staff, Customer, Benefits and Analyse and Design workstreams.  |
| **Accountabilities / Responsibilities** |
| The PSO will report to the Improvement Journey Programme Manager and will be responsible for providing support to a wide range of colleagues as part of a flexible support pool of resources Providing comprehensive support across all the work streams associated to the improvement journey programmes, supporting corporate projects, programmes as well as developing and administering and maintaining project milestones plans and information systems. The PSO will use practical and procedural knowledge and analytical and judgmental skills to interpret information or situations and solve varied problems some of which may be difficult and require significant advance planning. The PSO may be expected to make decisions as to when and how duties are carried out and respond independently and be a point of contact and for advice for a range of internal colleagues and senior managers.The PSO position requires excellent communication skills as well as strong prioritisation and co-ordination skills. You will be expected to co-ordinate well with colleagues using and demonstrating your well-developed interpersonal skills, deliver high quality work, show good judgement, and apply initiative and persistence.***This job description is a written statement of the essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved.*** |
| **Other** |
| * **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work. * **Health and Safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy. * **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times. |
| **Our Values** |
| We expect all our employees to demonstrate and promote our values:* **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.* **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.* **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.* **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone. |

**Person Specification**

**Programme Support Officer**

All the following requirements are essential unless otherwise indicated by \*

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

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| **Qualifications** |
| * Good standard of numeracy and literacy
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| **Experience**  |
| * Experience of collating and managing a range of datasets to ensure the establishment of the Programmes remains up to date.
* Proven experience of working in complex business and/or agile portfolios / programmes area or comparable area.
* Able to work under pressure – that you can prioritise and organise your work; are able to communicate where you are at in terms of that work at any given time.
* Experience of organising workshops – briefing sessions.
* Significant levels of expertise in Microsoft Office, usage of Teams / SharePoint and Excel.
* Good standard of numeracy and literacy.
* *Experience of using power BI/Visio desirable\**
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| **Knowledge, Skills and Abilities** |
| * Working knowledge of the practices, processes, and procedures relevant to programme support or comparable area.
* Extended experience or the ability to demonstrate the competence to undertake the role.
* Able to quickly pick up new tasks and learn without constant supervision.
* Communication skills – being able to engage and interact with others, make yourself understood both verbally and written.
* Well- developed interpersonal skills to enable working closely with a wide range of individuals/stakeholders.
* Excellent team player and collaborator with a focus on team dynamics that foster unity and has a strong focus on results.
* Strong organisational and time management skills.
* Ability to complete tasks to required standards, deadlines, and timescales.
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| **Other** |
| * Commitment to equality and diversity.
* Commitment to health and safety.
* Display the LCC values and behaviours at all times and actively promote them in others.
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