

## JOB DESCRIPTION

<b>POST TITLE:</b>	Project Support Officer
<b>GRADE:</b>	7
<b>DIVISION / UNIT:</b>	Change Team
<b>DEPARTMENT:</b>	Assistant Chief Executive, Strategy and Communities
<b>REPORTS TO:</b>	Principal Programme Manager

### PURPOSE OF THE JOB

The Change Team that is part of the Assistant Chief Executive for Strategy and Communities' division will play a central role in shaping, forming and delivering change. In Change we work collaboratively across the organization to provide strategic leadership, translating policy priorities to delivery, and design and execute corporate change programmes, aligning the council to deliver.

You will play an important role in specifying and delivering high profile and crosscutting projects across a range of different change functions. You will support projects and programmes, including research and policy development, governance, community and business planning, commissioning, and performance and review as part of the broader work of the Change Team.

It is a position that will enable you to engage with a wide range of people and services. While working within a team, you will also have contact with the most senior officers and with elected members of the Council.

## PRINCIPAL ACCOUNTABILITIES

1. Provide dedicated support to senior manager / lead project officers to assist the organisation, planning and execution of a project, which includes scheduling tasks, risk, and progress management, liaising with stakeholders.
2. Provide adhoc support to a range of service improvement projects and work independently and on own initiative on assigned projects or work-streams; assessing and resolving issues, in line with policies and procedures, escalating more complex issues where appropriate.
3. To manage the administrative requirements for the programme, including submission of reports to the necessary boards.
4. To provide support to meetings, by organising, booking rooms, producing minutes of meetings in agreed format. To actively engage with own team meetings to give insight on their area of work.
5. Be a key point of contact in matters relating to administration duties and responsible for disseminating internal and external information when needed.
6. To compile statistical information relating to project performance and ad hoc as Requested.
7. To engage with a wide range of people and services. While working within a team, they will also have contact with the most senior officers and with elected members of the Council as well as building and maintaining relationships with relevant external stakeholders.

## JOB CONTEXT / REPORTING TO

This role forms part of the Change function, which is working closely with the Assistant Chief Executive, Strategy and Communities – and the wider Corporate Management Team – to deliver the council’s change objectives and priorities as led by the Chief Executive.

The Assistant Chief Executive, Strategy and Communities is responsible for leading the council’s “strategic core” through capacity-building across key corporate and priority functions; ensuring the council has corporate services it needs to deliver; and providing strategic oversight of equality, diversity and community engagement.

As part of a wider team supporting the Assistant Chief Executive, Strategy and Communities, the Change Team provides leadership and support to a range of corporate

transformation programmes, as well as supporting the wider transformation function through networks and communities of practice.

There are two Project Support Officer posts available in the Change function. Each postholder will report directly to a manager in the team.

### **Grade/Conditions of Service**

The employment is subject to a probationary period of twenty-six weeks from your start date of employment with Southwark Council, during which time you will be required to demonstrate to the council's satisfaction your suitability for the position in which you are employed.

## PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job.

**Key:**                    **E**    Essential                    **S** Shortlisting criteria  
**I**      Evaluated at interview  
**T**      Subject to test

	Essential (E)	How assessed (S/ I/ T)
<b>Knowledge, including educational qualifications</b>		
Degree (including higher level apprenticeship) and/or professional or management qualification or equivalent experience.	E	S
Knowledge of one or more of the key programme areas of change management, service improvement, and project and programme management.	E	S
Knowledge and understanding of the public sector/local government environment.	E	I
Knowledge and understanding of the theory and practice of project delivery in complex organisations.	E	I
Knowledge of the various methods to collect and analyse information and data for presentation purposes.	E	T
Knowledge on how to write reports to a high standard.	E	T
<b>Experience</b>		
Experience of project delivery in a strategy, policy, planning or performance context.	E	S
Experience of working in local government or other large, multi-functional organisation in the public, private or voluntary sectors.	E	S
Experience of knowledge and information management in support of policy development, performance management or community and corporate planning.	E	I
Experience of analysing complex problems and making proposals for change.	E	I/T
Experience of writing reports and creating presentational materials in a variety of media for a range of audiences and stakeholders.	E	I/T
<b>Aptitudes, Skills &amp; Competencies</b>		
Strong communication skills to allow for effective communication with a variety of audiences using different media.	E	S/I
Skilled in carrying out a range of duties using the Microsoft Office suite of software, especially Excel and PowerPoint and cloud based applications.	E	I/T
Proven organisational and time management skills; including the ability to balance and prioritise a	E	I

workload in an environment of unpredictable and sometimes conflicting demands		
Must be able to work independently with minimal supervision to competently carry out duties	E	I/T
Essential to have a try something new and problem solving approach to work	E	I
<b>Special Conditions of Recruitment</b>		
Able and willing to work outside of normal office hours. This will include evenings or weekend meetings and events.		
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