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| Service and job specific context statement | |
| **Directorate:** | Central Services |
| **Service:** | Technology and Change |
| **Post title:** | Projects and Change Officer |
| **Grade:** | G |
| **Responsible to:** | Senior Project Manager |
| **Staff managed:** | None |
| **Date of issue:** | July 2014 |
| **Job family:** | **P&T - Professional & Technical** |

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| Job context |
| The council is embarking on a series of change programmes and projects required to move to new ways of working within increasingly challenging budget constraints.  This will include changes to organisational structures, business processes, technology, culture and ways of working and will impact on services across the council and partner organisations, large numbers of staff and have significant budget implications. Programmes will also involve working with partners, including district councils to look at delivering back office and frontline services in different ways. To support the implementation of new programmes and projects a corporate programme management office has been established.  The post holder will provide support to the delivery of major projects and programmes and undertake activities in the PMO (Programme Management Office). In addition, the postholder will project manage smaller pieces of work and lead business change workshops.  The post will be based at County Hall, Northallerton. |

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| Structure |
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| Job Description | |
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| Job purpose | Under the overall direction of their line manager, the post holder will undertake a range of project support activities relating to the council’s efficiencies programme. These activities may include:   * Collect, collate and analyse data * Produce project reports * Research information and services * Contribute to service re-design * Practically contribute to restructure implementation.   The post-holder will also undertake, with supervision, projects of a varying nature and complexity. The post holder will be undertaking a range of activities and so will need to be able to prioritise and balance their own work accordingly. |
| Operational management | * To undertake project activities to assist in the delivery of one or more projects under the day to day direction of one or more project managers. * Responsible for leading on work that defines business changes within single teams where savings are likely to be no more than £40,000p.a * Facilitate business change workshops to identify change requirements within single teams. * On larger projects lead on business change tasks as instructed by Business Improvement Manager and others. * To undertake, with supervision, projects of a varying nature and complexity and following a standard project methodology. * To collect, collate and analyse data in a consistent manner and record such data appropriately. * Provide administrative coordination to one or more projects * Undertake creative problem solving in circumstances where project’s progress is slowed. * Identify issues and risks in one or more projects. * To liaise between projects which have identified interdependencies. * Advise and support, under supervision, on decisions to be taken during the course of a project and ensure compliance. * Compile accurate notes and minutes of actions and issues arising from meetings to support the audit trail. |
| Communications | * Ensure that Programme Manager, Project Managers and other project team members are kept informed of task progress appropriately. * Appraise the Programme and Project Managers of any new issues or risks as they emerge. |
| Partnership / corporate working | * Develop and maintain positive and cooperative working relationships with members of all project teams within the efficiencies Programme * Work collaboratively as required with project teams. * Share skills, knowledge and learning to ensure programme success. |
| Resource management | * Assist with the project management of multiskilled project teams. * Contribute to the preparation and monitoring of project efficiencies and targets. * Support the planning and managing of the workload to ensure timely outcomes * Support project budgetary monitoring to ensure that spend is recorded and reported appropriately. Project budgets will vary and are likely to range between £5000 and £100000 but could be up to £250,000 and more on larger projects. * Contribute to ensuring that resources are used in a planned way in order to maintain an efficient and cost effective service which takes full account of both changing needs and resource availability. * To identify and procure additional expertise when required to support projects. This will be irregular short term consultancy with approx. value of £4000-£12,000 pa. |
| Systems and information | * Maintain appropriate data sets to ensure the smooth running of projects. * Interrogate systems to produce reports with a high degree of accuracy and in compliance with deadlines. |
| Strategic management | * In conjunction with programme and project managers:   + Contribute to and implement project plans to defined timescales;   + Contribute to the quality assurance of projects   + Maintain appropriate project document configuration to ensure an auditable trail of activity. * Manage, under supervision, the full life cycle of a project especially managing risks (arising from project dependencies) and change control. |

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| Person Specification | |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge   * Good working knowledge of project management methodology. * Good working knowledge of local government or the wider public sector. * Awareness of change management. * Good working knowledge of data analysis techniques. * Knowledge of business administration gained either by a level 3 NVQ qualification or equivalent level of experience. | * Knowledge of Lean, BPR or other change management methodology * Project Management qualification such as Prince2 Foundation. * A business related qualification. |
| Experience   * Experience of project work. * Varied experience of data analysis. * Experience of liaising and communicating effectively with colleagues and stakeholder at all levels. * Experience of producing clear and concise short reports to managers. | * Experience of supporting the delivery of change. * Experience of supporting service redesign * Experience of being involved in organisational culture change strategies. |
| Occupational Skills   * Literacy and Numeracy skills to Level 3. * Data collection, collation and analysis skills. * Basic planning and project management skills. * Good communication and presentation skills. * Excellent IT skills. * Ability to lead simple business change workshops and/or chair meetings |  |
| Other Requirements   * Ability to travel around the County for work. * Ability to attend meetings outside of normal office hours when required. |  |
| Behaviours | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

NB – Assessment criteria for recruitment will be notified separately.  
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.