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| Service and job specific context statement | |
| **Directorate:** | Central Services |
| **Service:** | Technology and Change |
| **Post title:** | Graduate Trainee – Portfolio Management Office |
| **Grade:** | E, F and G |
| **Responsible to:** | PMO Lead Analyst or Resource Manager |
| **Staff managed:** | None |
| **Date of issue:** | June 2020 |
| **Job family:** | **P&T - Professional & Technical** |

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| Job context |
| All graduates are expected to participate in the ‘corporate graduate development programme’ – the content is as follows:-   * Corporate Induction * Aspiring Managers Programme * Senior managers seminars (led by the Chief Executive) * Managers webinars programme * Access to on line material, including Ashridge Management College * Graduate Network membership, including ‘lunchtime learning’ * Mentor support * Graduates will be offered the appropriate management skills training if they have staff to manage during their programme or to support their permanent placement following the graduate programme.   This post is based within Technology and Change. This service provides ICT, digital, change management and customer services across the council and increasingly to external organisations. T&C implements a range of technical ICT solutions and business improvement projects some of which are complex in nature. The current internal customer base is approximately 7000 NYCC staff.  T&C provide a portfolio management function for NYCC which provides oversight and control of the organisation’s change programme, much of which involves technology as a key driver to improvements in operational service delivery and the user experience. There are currently circa 130 projects delivering £70m benefits per annum  The post holder will provide support to project managers and business analysts involved in the delivery of projects and programmes and will undertake activities in the PMO (Portfolio Management Office). In addition, the post holder will project manage smaller pieces of work and undertake specific business analysis tasks under the direction of a Business Analyst including leading business change workshops.  The post will be based at County Hall, Northallerton |
| Job specifics |
| Graduates who join NYCC are expected to:   * achieve the objectives set for them; * ask for help/clarity where needed; * develop their knowledge through self-directed study – further research, reading and questions; * fully participate in all training opportunities through on the job experience, mentoring and coaching and formal training and learning; * work toward becoming professional member/associate where appropriate; * make the most of the opportunities available within NYCC; and * demonstrate NYCCs expected behaviours of:   1. focussing on customers and communities;   2. taking responsibility;   3. working together;   4. acting with integrity   5. building a culture of continuous improvement and innovation; and   6. leading by example. |

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| Career progression |
| * The post is a 2 year development post which can be tailored (within reason) to meet the career aspirations of the post holder. * The first 6 months will focus on learning the business of the team. In the second 6 months the post holder would take on more independent project work, in the second year they will be expected to manage a small project independently with oversight rather than close supervision. They will also develop an understanding of the nature of the business and be able to suggest organisational/operational change/developments as part of their work.   Pay progression will be based on performance review at 6 months and then 12 months as follows:   * Months 1-6 spinal point 6, Grade E * Months 7-12 spinal point 8, Grade F * Months 13-24 spinal point 13, Grade G |
| Structure chart |
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| Job Description | |
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| Job purpose | The core purpose of this job is to support the delivery of change by undertaking PMO, project management and business change activities |
| Operational Management | * Deliver a quality service to internal and/or external customers as required; * Provide a complete ‘end to end’ service delivery, establishing ownership and closure as needed. * Support on the development, delivery and evaluation of interventions, including training and workshops to managers on the specifics for the project/service area. * Support the corporate lead for a specialist subject area including acquiring and maintaining specialist knowledge, supporting on related policy and processes.   Portfolio Management   * Assist with the compilation of portfolio, programme and project management reports * Use recommended portfolio, programme and project control solutions for planning, scheduling and tracking. * Set up and maintain project files. * Provide support services to project boards, project assurance teams and quality review meetings.   Project and Programme Management   * Provide support to programme managers including maintaining and updating control documents such as risks, issues and dependency logs and supporting activities such as planning workshops and end project reviews. * Manage small projects or sub-projects (typically less than six months, with limited budget, limited interdependency with other projects) * Prepare realistic plans and track activities against the project schedule, managing stakeholder involvement as appropriate.   Business Analysis   * Uses established techniques as directed to identify business requirements for small projects with clearly-defined boundaries. * Assist in more complex requirements activities and with the processes for identifying and establishing agreed baselines to enable impact of change to be understood * Define scope and business priorities for small-scale changes and assist in larger scale scoping exercises. * Support business change workshops and lead workshops for smaller projects under the direction of a business change analyst. |
| Communications | * Provide advice and guidance on portfolio management processes to customers of the portfolio management office. * Clearly communicate the requirements of the project and prepare clear written reports on progress and analysis carried out. |
| Partnership / corporate working | * Working with staff from across the different services of the County Council and partner organisations in some cases to support the efficient and effective delivery of services and achievement of project objectives. * Ensure links between the project and stakeholders are developed and maintained to provide an efficient service. * Develop a understanding of the wider role of the County Council |
| Resource management | * Identify and recommend appropriate action to service manager, and develop and implement guidance and action plans to enable and facilitate the delivery of key initiatives. * Support resource management activities for the change portfolio including analysing resource requirements and tracking usage |
| Systems and information | * Utilise management information to facilitate achievement of objectives. * Use a range of computer systems to manage and progress case work, analyse and report on relevant data and to maintain effective communication. * Adopt new ways of working when new systems are introduced, |
| Policy and projects | * Contribute to policy development, consultation and implementation process. * Support on Directorate and Corporate projects as appropriate with support from relevant service colleagues. |

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| Person Specification | |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge   * Good understanding of how policies/procedures can be applied in practice to result in required outcomes. * Some knowledge of project management methodology or business analysis techniques. * Some knowledge of data analysis techniques. | * Good knowledge of relevant legislation * Knowledge of change management processes |
| Experience   * Experience of project or business analysis work in a work setting or as part of degree work * Experience of managing a busy workload within set deadlines | * Experience of working in a corporate and political context |
| Occupational Skills   * Planning skills * IT skills and ability to interpret and analysis data * Communication, presentation and interpersonal skills * Problem solving skills and the ability to find innovative solutions * Influencing and negotiating skills * Commitment to the performance management culture with the ability to set high standards, deliver objectives and challenge managers appropriately * A coaching based approach to support managers and develop * Delivering briefings and training to managers/other staff * Flexibility and ability to work with ambiguity | * Policy formulation skills * Coaching/mentoring * Policy implementation skills |
| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role   * Education to first degree level * Good standard of literacy and numeracy to level 2 or equivalent |  |
| Other Requirements   * Team worker/collaborative working * Self-motivated and commitment to equal opportunities | * Some roles will require the ability to travel across the County. |
| Behaviours | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |