

Job Description

Job Title	Project & Programme Officer
Directorate	Strategy & Change
Service Area	Transformation
Grade	6
Competency Level	1
Salary	£36,581 - £41,777
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	

Job Purpose

The Project & Programme Officer's role is to provide support to project and programmes, or the PMO, including direct delivery of work packages (to time, quality and cost parameters), and will provide support to deliver effective and proportionate governance, processes and management.

Directly Responsible For:

No line management responsibilities.



Directly Responsible To:

Resource & Capability Manager.

Main Areas of Responsibility:

- **Planning:** Support the development and maintenance of project, programme or PMO plans, this could include stage planning through to delivery schedules, and identification and management of the critical path
- **Supporting Delivery:** Control and be accountable for maintaining and updating all project management documentation relating to allocated projects / programmes (e.g. PIDs, delivery plans, RAID logs, highlight reports and benefit trackers). Support Project & Change Managers and Programme Managers through direct delivery of discrete work packages within the deliver phase of the change framework
- **Research:** To research and provide information support to the projects/programmes or PMO team members as required
- **Risk & Issue management:** Proactively identify and resolve risks & issues in a timely manner. Ensure that the risks are understood by all key stakeholders, their impact on success is understood, and the level of risk is managed, according to appropriate level of risk thresholds, tolerances and escalation procedures
- **Stakeholder management:** Facilitate ongoing stakeholder engagement and ensure appropriate transparency and visibility subject to the stakeholder analysis (monitor, keep informed, keep satisfied, manage closely). Pro-actively communicate with clarity, gaining buy-in and creating positive impacts. Be decisive and confidently communicate at all levels in the organisation
- **Change management:** Support with delivery of change management tools, techniques, including change assessments and business readiness plans

- **Governance:** Support the effective management and operation of Council's projects, programmes & PMO, including the adoption of the Council's Change Framework that is proportionate, pragmatic and purposeful for each initiative
- **Quality & Assurance:** Support the implementation of effective and proportionate adoption of PMO standards and processes. Utilise best practice and modern tools and techniques to maximise the effectiveness and quality of project and change management, including utilisation of project management software, the full Microsoft Suite, including Microsoft Co-Pilot. Post holder is expected to give detailed advice/guidance to others on the application of project management policies and procedures, as and when required
- **Administration:** To process invoice payments and payment requests for the Programme Management Office through the SAP system. It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the City Council, and to ensure that all work functions are undertaken in accordance with the health and safety legislation, code of practice, and the City Council's safety plan
- **Recruitment:** Provide administrative support to the resource and capability manager and hiring managers within transformation, in relation to recruitment and induction of new staff: including preparing recruitment materials, advertising posts, organising shortlisting and interviews, processing details through the recruitment system and handling the onboarding of new staff
- **Professionalism:** Exercise independent judgement and initiative based on good practice and acquired knowledge in problematic situations. To participate in all aspects of training and development as required. Use all learning opportunities to develop personal skills necessary to improve effectiveness, efficiency, and delivery of service in recognition of the business and service targets
- **Other:** To undertake other general, administrative and analytical support duties as required. It must be understood that every employee has a

responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the City Council, and to ensure that all work functions are undertaken in accordance with the health and safety legislation, code of practice, and the City Council's safety plan

Supervision and Management Responsibility:

Not applicable to this role.

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor and remain within set budgets, whilst challenging the team to deliver increased efficiencies
- Responsible for raising and approving purchase orders, invoices and payments

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The job would include using a computer and sitting at a desk for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility.

Person Specification

Assessment methods used:

I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Five GCSEs or equivalent (A)

Desirable

- A foundation level project management (e.g. Prince2 Foundation) or programme management (e.g. MSP Foundation) qualification
- A foundation level change management qualification
- A commitment to continuous professional development, including but not limited to practitioner level project management and change management training

Experience

Essential

- Substantial experience of office technology and its applications, i.e. Microsoft 365 (A, I)
- Experience of working on or supporting change initiatives (A, I)

- Experience of developing and working with project management tools and processes (including risk, action, issue, decision logs / highlight reports / delivery plans etc.) (A, I, T)
- Effective communication with professionals and internal/external customers at all levels and in writing, email or face to face (A, I, T)

Desirable

- Experience of utilising software to increase the effectiveness of project management, including but not limited Microsoft 365 (including Microsoft Co Pilot) and project management software
- Experience of working on transformational or change projects or programmes
- Experience of working in Local Government
- Experience of committees and democratic processes
- Experience of local authority standing orders processes
- Experience of financial administration
- Experience of recruitment processes

Skills/Abilities

Essential

- **General (A, I, T):**
 - Ability to demonstrate a high level of initiative
 - Self-motivation and resilience
 - Good problem-solving skills
 - Ability to adopt a flexible approach and work as an effective and supportive team member
 - Able to work under pressure and meet strict deadlines
 - Excellent organisational and planning skills

- **Governance (A, I, T):**
 - Able to support the implementation of effective governance and align to the organisation's objectives, delivering the project efficiently and sustainably
 - Able to provide an accurate and truthful reflection of the project, programme or PMO initiative
- **Risk and issue management (A, I, T):**
 - Able to determine, communicate and manage risks, issues and opportunities and their implications
 - Can assign ownership, and implement mitigation and contingency plans as appropriate, escalating when necessary
 - Able to establish and maintain comprehensive risks, issue, action and decision (RAID) logs
- **Financial management (A, I):**
 - Maintaining finance trackers and budget documentation to support robust budget management
- **Stakeholder management (A, I, T):**
 - Able to identify and prioritise stakeholders, including 3rd parties.
 - Can communicate with them in line with the plan and retain their commitment throughout the project
- **Ensuring quality (A, I, T):**
 - Able to follow and implement PMO tools, standards and processes.
 - Can schedule and support reviews throughout the lifecycle of the project, programme or PMO change initiative to ensure it's operating at the desired quality
- **People and professionalism (A, I):**
 - Able to help organise an effective and engaged team, internally and externally, with a shared vision and purpose.
 - Are empowered and inspired to achieve success, including through own example and standards

- Look to continually develop themselves in line with the relevant learning and development policies.
- **Conduct:** Ensure you conduct yourself in a morally, legally and socially appropriate manner of behaviour, in line with Council values and procedures, with all members of the project team (A,I)

Desirable

- **Change management:** Knowledge and understanding of change management, the associated tools, techniques, and methodologies to ensure change is implemented, embedded, and sustained for a successful change delivery project
- **Business justification & benefits:** Understands the importance of identifying and monitoring benefits and ensuring value for money for the Council and its residents for all change initiatives
- **Scope management:** Understands the importance of change control and appropriately managing scope within a programme or project
- **Resource management:** Understands the need to identify, secure and release resource throughout the project
- **Leadership:** Understands the need to lead and influence opinions in order to launch and sustain change. Understands the need to communicate verbally, in writing, or through presentation to a broad set of stakeholders from team members to senior managers
- **Conflict and negotiation:** Understands the importance of identifying and resolving conflict and negotiating desired outcomes. Understands the need to gain alignment of views
- **Procurement:** Understands local government procurement policies

Commitment

Essential

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council (I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

