

Job Description

Job Title	Project Support Officer
Directorate	City Law & Governance
Service Area	Information Governance
Grade	6
Competency Level	1
Salary	£33,024 to £37,336
Job Type	Agile
Location	Cunard Building
Disclosure and barring service (DBS)	Not Required
Job Evaluation Ref No	A9474

Job Purpose

To assist and support the Information Governance service in the delivery of key strategic information governance projects in the delivery of the City Council's wider transformation agenda.

The post is based within the Information Governance service. Working alongside the Information Governance service, this post will be in contact with a range of services and senior officers across the City Council.

Directly Responsible For:

No supervisory or line manager responsibility

Directly Responsible To:

Principal Information Governance Manager and DPO.

Main Areas of Responsibility:

- Support the Information Governance service in the delivery of complex information governance projects which meet the City Council's priorities
- Empower and inspire the Information Governance Team to achieve project success, including through own example and standards to build and sustain a project management approach in the delivery of the information governance service
- Provide project management across a wide range of small to medium projects across information governance using the City Council's Project Management Framework to ensure delivery of projects to time and budget
- Control and be accountable for maintaining and updating all project management documentation relating to allocated projects/ programmes (e.g. PIDs, implementation plans, risks and issues logs, trackers and status reports)
- Own and escalate issues to prevent negative impacts to enable the project to achieve objectives
- Support the effective management and operation of relevant Governance Boards and other meetings. Including arranging meetings, preparing and sending out papers, attending meetings and taking minutes, and proactively following up actions
- Produce correspondence, reports, other documents and power point presentations for programmes and projects

- Establish and maintain effective file management systems for the Council's programmes and projects to ensure an auditable trail is available. Maintain confidentiality at all times when dealing with information
- Build an effective network of contacts including senior staff enabling the delivery of project objectives
- Research and provide information support to the project/ programme team members as required. Follow corporate project management processes and best practice at all times. Post holder is expected to give detailed advice/ guidance to others on the application of project management policies and procedures as and when required
- Exercise independent judgement and initiative based on good practice and acquired knowledge in problematic situations
- Support team members to put changes, throughout the project life cycle, through the Council's agreed change control procedures
- Maintain business case documentation and support in getting the appropriate approvals
- Document the scope of deliverables and maintain records of any affected business Key Performance Indicators
- Document and schedule activities, timescales and their dependencies in project plans
- Undertake any other duties commensurate with the grade in relation to posts of this nature

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

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 financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Explore different options for funding and income generation as directed by the Principal Information Governance Manager and DPO

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:

- This role 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. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

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

Qualification and training

Essential

- Project Management qualification or relevant experience (A)
- Five GCSEs or equivalent (A)

Desirable

- A commitment to continuous professional development

Experience

Essential

- Successful experience of working on projects (A/I)
- Experience of working in the administration of compliance with Freedom of Information and Data Protection legislation or equivalent knowledge of Freedom of Information and Data Protection legislation within professional field (A)
- Demonstrable evidence of successful project management within a statutory framework (A/I)
- Understanding of supporting projects throughout their lifecycle from feasibility to benefits realisation (A/I)
- Understanding of supporting programmes of work throughout their lifecycle from feasibility to benefits realisation (A/I)

Desirable

- Experience of working in Local Government
- Experience of supporting Information Governance projects with a project management methodology to ensure it is appropriately governed
- Understanding of gathering customer requirements and translating them into a technical solution
- Knowledge of, and practical experience of applying the Data Protection Act, UK General Data Protection Regulation, the Freedom of Information Act, and other related legislation, standards and codes of practice

Skills/Abilities

Essential

- Able to put into practice basic project management methods and work in a planned and organised manner across a number of project areas (A/I)
- Ability to support, determine, communicate and manage risks, issues and opportunities and their implications. Able to establish and maintain comprehensive risks and issues logs (A/I)
- Excellent verbal written and presentation skills to communicate effectively with a range of people across the Council and with partners, which can be tailored for a variety of audiences (A/I)
- Able to work with minimum supervision and manage own workload, with the ability manage projects using appropriate IT applications (A/I)
- Highly competent at using MS office packages including outlook, word, excel, teams (A/I)
- Maintaining strict confidentiality at all times (A/I)
- Ability to work within established procedures and guidelines (I)

- To actively promote and advance diversity and inclusion and challenge inequality in the Information Governance service and City Council (I)
- Ability to exercise a high level of accuracy and attention to detail in a challenging environment of conflicting priorities (A/I)
- Ability to maintain financial trackers and budget documentation to support the project's budget management (A/I)

Desirable

- Ability to recognise where change is needed, to embrace and create an enthusiasm for change and to work effectively with others to deliver outcomes
- Experience of working in a political environment and demonstrate tact, diplomacy and political acumen when working with members of different political parties, groups and individuals to deliver the Council's priorities or equivalent
- Understands local government procurement policies

Commitment

Desirable

- Flexibility for working outside normal working hours
 - Attendance at external meetings and conferences
- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- Ability to work effectively with managers and staff at all levels, quickly establishing and building effective working relationships (I)
- Frequent requirement for concentration and close attention to detail (I)
- Encourages and supports new and more effective ways of working (I)
- Contributes to open and constructive discussions in the delivery of the Information Governance Service (I)
- Communicates in an effective, efficient and respectful manner (I)