

Job Description

Job Title	Governance and Assurance Officer
Directorate	Strategy & Change
Service Area	Transformation
Grade	8
Competency Level	2
Salary	£44,711 - £49,764
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	A8602

Job Purpose

The Governance and Assurance Officer will design and implement project and programme management best practice across the organisation and scrutinise and support the delivery of key City Council projects and programmes.

Directly Responsible For:

No line management responsibilities.



Directly Responsible To:

Head of the Programme Management Office.

Main Areas of Responsibility:

- To design, implement, and embed 'best-practice' programme and project management tools, techniques, processes and methodologies across the organisation in order to improve the delivery of the Council's key projects
- To ensure the maintenance of high standards/compliance across the organisation by completing independent assurance and health checks on key programmes/projects concentrating on fulfilment of strategy, the impact on business operations and other areas of concern
- To create, review and distribute project, programme and portfolio level reports including commentary on performance, identify and report on deviations when appropriate, ensuring reporting deadlines are achieved
- To ensure that appropriate approvals and authorisation, correct control and reporting structures, are in place to aid project and programme compliance
- To independently verify programme/project financial information, review estimated costs and setting of an agreed budget. Monitor programmes/projects financial situation and escalate where needed. Assess benefits planning and realisation (financial and non-financial) to identify gaps, overlaps and conflicts
- To provide expert advice to LCC staff (including programme and project managers), providing coaching and mentoring as needed. To build and maintain a register of approved training courses and a library of resources. Lead and facilitate workshops, undertake skills assessments and carry out development training
- To develop close relationships with programme/project leads and senior managers giving leadership, support, challenge and scrutiny to ensure and influence successful delivery of key programmes/projects

- To record and use 'lessons learnt' from key programmes/projects to help support future project and programme activity
- To review the justification for undertaking a project. To support delivery teams to ensure benefits, costs and risks of alternative options have been captured and they can gain management commitment and approval for investment in the project
- To act as programme and/or project manager when needed for corporate programmes / projects, ensuring that outcomes are delivered to scope, budget, time and risk. Manage and lead programme/project teams as appropriate
- To develop an understanding of risks at strategic level, developing a project risk management policy for compliance based on corporate risk policy. Identify programme/project risks and review to identify common risks, evaluate net effects of risks and escalate information to board, ensuring risks have nominated owners and are proactively managed
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

Supervision and Management Responsibility:

- Supervision of junior staff and supporting the development of project delivery staff members.

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 and seek savings and efficiencies by exploring opportunities to draw funding where appropriate

- Explores different options for funding and income generation.

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 **2**.

[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

- Degree, relevant qualification, or relevant experience (A)

Desirable

- Experience of working in local Government
- Evidence of continuing professional development in relevant areas of expertise

Experience

Essential

- Experience of leading, managing and supervising staff and project teams and of working in a team environment (A,I)
- Experience of working in a PMO or of assuring programmes/projects and development of best practice tools and processes (A,I)
- A track record of working in successful partnerships to deliver successful project outcomes (A,I)

Desirable

- 2 years' experience and a proven track record in programme or project management to deliver financial and non-financial outcomes and priorities
- Experience of portfolio management and ensuring portfolios support achievement of organisational strategy
- Experience of managing business change processes, including the identification and specification of systems required to underpin performance management
- Resource and business planning experience

Skills/Abilities

Essential

- **Quality and Assurance:** Able to carry out gated reviews, stage reviews, regular health checks, and lesson reviews. Able to focus on fulfilment of strategy, impact on business operations and other areas of concern. Ensures any new products or services delivered by the project / programme are fit for purpose and can develop and maintain the annual (regular) assurance programme (A,I,P)
- **Governance:** Ensures appropriate approvals and authorisation, ensure correct control and reporting structures, assurance for project and programme compliance. Designs and supports governance and reporting for programmes and projects (A,I,P)
- **Risk Management and Analysis:** Able to develop an understanding of risks at a strategic level, develop a risk management policy for compliance based on corporate risk policy. Can identify and manage portfolio / programme and project risks and review them to identify common risks. Able to quantify costs

and impacts of risks by utilising appropriate tools and risk management techniques (A,I,P)

- **Change and Control Analysis:** Can lead Senior Project Managers, Project and Programme Managers through the change control process. Able to relay a clear change-control process and assist the programme and project team in their change delivery. Can communicate the change control process and the benefits of following it to all personnel involved with the project / programme (A,I,P)
- **Business Case Justification:** Able to review justification for undertaking a project. Can support delivery teams to ensure the benefits, costs and risks of alternative options have been captured and that they can gain management commitment and approval for investment in the project (A,I,P)
- **Project Documentation and Tools:** Can aid in reducing the need for manual tasks such as data collection, planning and distribution. Can provide consistent template and tool provision to wider organisation (A,I)
- **Benefits Planning:** Can assess benefits planning and realisation across a number of programmes or project to identify gaps, overlaps and conflicts. Able to eliminate double counting of benefits plans (A,I)
- **Financial management:** Can review the estimated costs and the setting of an agreed budget. Able to analyse the budget covering actual costs incurred to date and the forecasts to complete budget and escalate where needed. Can advise delivery teams on appropriate project budget management techniques and templates (A,I,P)
- **Training and development:** Can help to build and maintain a register of Project and Programme Management events (exhibitions, forums, seminars) and publicise them for the PMO team. Can provide coaching and mentoring with project and programme managers as needed and can build and maintain a register of approved training courses in programme and project management and associated disciplines. Can lead or facilitate workshops with programme or project leads or teams (A,I)

Desirable

- **Project and Programme Initiation:** Able to work with project / programme manager at the beginning of a project to define level of support required. Can provide a focal point to promote common and consistent project approach. Can ensure independence of project, oversight and scrutiny
- **Activity and Product Planning:** Can define planning standards for portfolio, programmes or projects to enable ease of roll- up of milestone data and dependencies
- **People and Professionalism:** Able to build and maintain relationships with an effective and engaged team, internally and externally, with a shared vision and purpose
- **Information Management:** Can manage archives of programme/project documentation, control the issue of programme/project product and deliverables, and establishes and administers programme and project baselines
- **Reporting:** Can collate and oversee regular reports to boards, including commentary on performance, identify and report deviations when appropriate.
- **Strategic Development and Planning:** Can align with strategy, periodisation, benefits, support for escalated risk and the provision of oversight scrutiny and challenge
- **Stakeholder management:** Able to develop close relationships with programme and project leads and senior managers
- **Resource Management:** Can support and advise project leads on current and future resourcing considerations and demands

Commitment

Essential

- Strong commitment to equality of opportunity, staff development and continuous improvement (A)

Desirable

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

