

Senior Programme Support Officer – Job Description

POST: Senior Programme Support Officer,

GRADE: PO3

RESPONSIBLE TO: Programme Manager, Regeneration

RESPONSIBLE FOR: Programme Support Officer

BASIC OBJECTIVES OF THE POST

1. To support the Programme Management Office for the Tottenham Regeneration Programme
2. To produce timely reports for the Head of Programme Management and Programme Director
3. To maintain the forward schedule of meetings, milestones and other requirements including contract register, contract monitoring, programme plan and ensure these are communicated to the Team
4. To maintain document and version control

MAIN DUTIES & RESPONSIBILITIES

1. **Programme Management Office.** To maintain the Programme Management Office for the Tottenham Regeneration Programme including:
 - Providing meeting secretariat
 - Scheduling of meetings – both in formal programme governance structure and required for project progression (internal and external senior stakeholders)
 - Document production and version control including drafting programme report (monthly)
 - Template creation and updates
 - Support for the Priority 4 Priority Board – Operational and Strategic meetings, coordination of reports, outputs, risks and issues.
2. **Team Liaison.** To liaise with the Regeneration Managers and other project managers (internally and externally) to ensure that:

- The Programme Report is up-to-date monthly
 - The Programme Output plan is up to date
 - The Programme KPI monitoring is up to date
 - The Programme Plan is up to date
 - The Programme Issue Log is up to date
 - The Programme Risk Register is up to date
 - The Programme Budget Plan is up to date
 - The Programme PID tracker and Contract Register is up to date
3. **Governance..** To support the programme governance structure including review and refresh (membership, terms of reference); to provide advice and assistance in governance for both programme and projects (ToR and structure) and assist the Programme Manager and Regeneration Managers on implementing changes. To support the interface with corporate meetings (Priority Board reporting, DMT) and council policies, such as administrating decision publishing. To maintain meeting invites and communicate changes to stakeholders. To support the Programme Director, the Head of Programme Management and the Regeneration Managers to ensure that the reports for the Programme Governance are created in a timely manner, liaising with internal and external stakeholders including local and regional public sector, private sector and community stakeholders.
4. **Forward Plan.** To maintain the overall programme forward plan so that all relevant stakeholders (internally and externally) are sighted on important milestones and events.
5. **Financial Management.** To support the Programme Manager to monitor and manage key programme and project budgets ensuring that they are effectively controlled within the approved cash limits and authorised delegations. To establish and maintain the contract management for key programme contracts. To provide guidance and assistance on procurement for the team, and assist on programme procurement tasks. To provide administrative support to the Programme Manager on a Purchasing card. Ensure that all services delivered or procured represent good value for money.
6. **Office Management:** To support the Programme Manager to oversee the effective operation of the Tottenham Regeneration team office at 639 High Road including the lease, supply ordering, ensuring the space is fit for purpose.
7. **Service Quality.** To be accountable for the quality of the services supplied by their area of responsibility and for improvements in quality and efficiency of operations. Use cross-cutting data to enable strategic commissioning decisions. Oversee arrangements to procure, supervise and monitor services provided under contract. Determine risk levels and ensure processes in place to manage

risks to meet service objectives.

8. **Managing Diversity and Equality.** To understand the effects of discrimination and exclusion against certain groups of customers and employees and an ability to eradicate that discrimination through the promotion of inclusion and equality of opportunities.
9. **Health & Safety.** To provide guidance and assist on H&S queries from the team. To assist with H&S reporting. Be aware of and comply with current Health & Safety regulations and the Council's Health & Safety policy as it relates to the duties and responsibilities of the post.
10. **Additional Duties.** To assist on any team issues, including presentations, office management, audit exercises, SAP and invoicing, EqlA monitoring and ad hoc project management or support. To undertake any additional duties commensurate with the post as may be required.
11. **Housing Zone Programme support.** Provide programme management for the Housing Zone and take responsibility for the organisation, coordination and reporting of Board meetings. This includes maintaining the forward plan and meeting scheduling, preparing the HZ programme report, programme plan and briefings, maintain the governance structure, output and finance tracking, meeting secretariat, administration support and other support to the Area Manager as required. To follow up meeting actions and facilitate ongoing programme development.
12. **Managing Programme Support Officer.** To manage the Support Officer, provide guidance, training and support as appropriate.

Senior Programme Support Officer – Person Specification

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GRADE:	PO3
RESPONSIBLE TO:	Programme Manager, Regeneration
RESPONSIBLE FOR:	Programme Support Officer

The Person

You will have a proven track record and experience of programme/project management support including, record keeping and work scheduling as well as liaison with professionals to elicit information in the required format.

Abilities/Experience

- Substantial experience of supporting a Programme Management Office and the understanding of following procedures and protocols
- Experience of maintaining a forward schedule of dates and communicating the key detail to the wider team including changes
- Experience of updating programme risk and issues logs and registers and supporting project registers where required
- Experience of document control and version control including drafting programme reports
- Experience of maintaining programme budgets and grant agreements based on information provided by other members of the team

Qualifications

- A programme and/or project management qualification or substantial experience of operating in a programme or complex project in a partnership environment.

Knowledge/Skills



Regeneration, Planning and Development Tottenham Regeneration Programme

- Excellent organisational skills
- Excellent skills in word and excel
- Excellent analytical skills and ability to present findings information in a logical manner
- Strong communication skills to a wide variety of audiences and ability to work under pressure to tight timescales
- Knowledge of housing, development and or regeneration programmes strongly desirable.

The employee's duties require the following activities: -

	Yes		Yes
Office duties	✓	Outdoor work / uneven surfaces	
Use of a computer	✓	Working at heights / on ladders / roof work	
Audio typing		Confined spaces	
Potentially confrontational work		Outdoor work or extremes of temperature	
Crisis or conflict situations		Driving a Minibus as part of duties or as a volunteer	
Management responsibility	✓	Driving car / van as part of duty	
Tight deadlines	✓	LGV / PSV driving	
Walking 1+ miles during working day		Operating lift-truck, digger or crane	
Use of stairs		Work with significant electrical hazards	
Regular manual handling of objects / furniture / equipment (please indicate kilos involved)		Operating potentially hazardous machinery	
Regular and repetitive movements		Exposure to potentially hazardous substances	
Awkward positions e.g. stooping, bending, reaching up		Chemicals, e.g. solvents or metal working fluids	
Sitting / Standing for prolonged periods		Noisy environment (over 80dB[A])	
Working alone or in isolation		Radiation	
Working shifts / unsocial hours / nights		Respiratory e.g. dust, fume, solder	
Risk of infection e.g. TB, Hep B / Other		Vibrating machinery	
Teaching or responsibility for children		Preparing raw food / serving food	
Control and restraint		Other	