

Job Profile

Position Details	
Post	Programme Support Officer (PSO)
Service Area	Project Delivery Team
Reports to	Project Office Lead
Grade	PO2
Job Family	To be completed by HR

Role Purpose
<ul style="list-style-type: none"> • To provide accurate reporting to relevant capital delivery programme boards that the Project Delivery Team supports – including Capital Board – by assisting in the management of the programme through meeting support, such as minuting board meetings; core group meetings; steering groups; assembling and distributing agendas, developing additional materials etc. • To coordinate and support the creation of programme reports. • To create and maintain an up-to-date view of progress and interactions between all capital programme projects. • To gather and monitor risks and issues for the programme and provide regular risks and issues updates to the board. • To aid delivery of the programme through management of document control for the shared web based tools used by the programme. • To provide milestone and financial analysis and provide ad hoc reporting on the analysis as required by the programme. • To work closely to support project managers to meet their objectives and effectively monitor the progress of their schemes. • To carry out a large variety of time-sensitive PSO tasks, where it is important to deliver high-quality work (ready for programme boards, etc), often against tight deadlines. The goals and approach to achieving those goals will vary regularly and they will need to decide themselves between conflicting priorities. • To be responsible for additional ad hoc tasks, as designated by the Property and Project Office Lead for Project Delivery and the internal senior management team, such as preparing internal audit papers, coordinating ad hoc activities and designing, implementing and communicating control processes.

Main Responsibilities
<ul style="list-style-type: none"> • To work with the Chair of Capital Board and other senior managers to manage and coordinate Capital Board meetings which includes, but is not exclusive to minuting board meetings; assembling and distributing agendas, developing additional materials, following up actions etc.

- To manage and co-ordinate programme board meetings and core group meetings which includes but is not exclusive to minuting board meetings; assembling and distributing agendas, following up actions etc.
- To manage and coordinate the production of, and to develop various status reports and distribute those reports to the relevant parties. This includes for example coordinating the development of project, checkpoint and highlight reports.
- To ensure programme risks and issues are identified, recorded and mitigated in a timely fashion.
- To liaise with Project Managers to ensure project reporting is delivered to the required standards and timeframes.
- Ensure monthly reports are issued on time, including the preparation of Programme Board papers and Checkpoint Reports.
- To support the management team to ensure an integrated programme plan and individual project plans are created and maintained on a secure document management system, complying with version control.
- To ensure programme documentation is appropriately categorised and recorded in a central electronic library, supported by hard copy documentation where appropriate.
- Managing and monitoring the variation process.
- Managing the defects monitoring process, ensuring relevant and suitably timed claims are highlighted to the appropriate service, for legal and financial purposes, ensuring best practice.
- Managing and monitoring the lessons learnt process.
- Managing and monitoring the KPI's process across the programme.
- To manage and support the reporting life cycle, through ensuring the reporting cycle occurs on time, and all information is collated correctly for each report by managing and controlling the quality and timescales for deliverables for successful management information production.
- To manage and administer the running of board, stream lead and various other board meetings by taking minutes at these meetings and identifying and following up on specific actions agreed.
- Owning the creation of additional materials for these meetings.
- To proactively co-ordinate and update the risks and issues log, monitoring their progress and closing old and raising new as required.
- To report on risks and issue to stream leads and board meetings and flag any red and high priority risks and issues to the Programme Manager or Stream Leader.
- To provide advice and training on the reporting processes to project managers and other staff working on the programme.
- Provides direction to project teams, including assignment of individual responsibilities, tasks and technical functions.
- To own the administration of electronic document repositories, including variation control of access and versioning, and ensure those repositories are used correctly.
- To manage processes and ensure that issues are resolved in a timely manner and to acceptable standards.
- To work with all managers and team leaders to prepare the programme for audits, and actively coordinate the activities during any audits.
- Deal with politically sensitive enquiries on behalf of the Programme Manager.
- Continually monitor individual project/programme progress to insure meeting of specific deadlines.
- To track and protect project documentation from inception to completion.

Generic Responsibilities

- To promote quality on all activities.
- To ensure maintenance of professional standards and the co-ordination of work with the common aims of the Programme.
- To uphold, promote and further the Council's equal opportunities policies and to deliver effective and appropriate services fairly and without discrimination.

- To promote mainstream equality of opportunity through application of Haringey's employment policies and practices and any other relevant means.
- To ensure that all responsibilities are carried out under relevant health and safety legislation, and council and Departmental policy.
- To perform other related duties of a comparable level/type as required.
- To undertake any other duties at the request of the Project Office Lead and Head of Service, which are not listed in the job description, but fall within the basic objectives of the post and are commensurate with the grade of the post and are within the capability of the post holder, in particular, to support the work of others within the Programme as workloads dictate and provide cover during periods of annual leave and sickness absence.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
<p>Qualifications and Experience</p> <ul style="list-style-type: none"> • A professional qualification in a project/programme management or construction. • Experience of successfully running business change and/or construction projects in a PSO and/or Project Management role. • Experience of problem solving and in a comparable environment. • Possess a professional persuasive manner, with the ability to influence at all levels. <p>Knowledge and Understanding</p> <ul style="list-style-type: none"> • Knowledge and understanding of the use of performance measures to ensure continuous improvement. • A good understanding of construction, especially with education issues and other community developments, within the public sector. <p>Abilities and Skills</p> <ul style="list-style-type: none"> • The ability to establish clear and deliverable actions for the whole programme. • The skill to analyse issues and break down problems to ensure effective solutions are found and implemented. • The ability to forward plan and the confidence to act on own initiative. • The ability to make things happen. • High standard of verbal and written communication. • Able to work under pressure, delegate appropriately and meet tight deadlines. • An excellent communicator at all levels including the ability to liaise effectively with schools, contractors and the Council to deliver agreed programmes through a process of true partnership. • Ability to create and use complex IT systems, including databases and spreadsheets as necessary. <p>Personal attitude and outlook</p> <ul style="list-style-type: none"> • Commitment to a high quality service delivery, continuous improvement and innovation. • Commitment to inclusive educational practices and equality of opportunity, continuing to strive for Best Practice for the community. • Positive attitude to new challenges and an ability to inspire others. • Commitment to working collaboratively. • Positive attitude to learning and a desire to continue learning. • Willingness to attend evening and weekend meetings and to work at different locations. 	<p>Desirable</p> <p>Desirable</p> <p>Essential Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential Essential</p> <p>Essential Essential Essential Essential Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential Essential Essential Desirable</p>
<p>Main Contacts & Other Information</p>	
<p><u>Main Contacts:</u></p> <ul style="list-style-type: none"> • Project Office Lead • Head of Project Delivery • Education, Children, Young People and Families Programme Manager • Senior Project Managers 	

- Wider Project Delivery Team
- Procurement
- Finance

Organisational Structure

Please note the Project Delivery Team is undergoing a restructure.

Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
✓				
Are the staff based at the same work location?				Yes
Will the post holder be responsible for contract / agency / project staff?				No

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Yes	100%	Use of a computer.	Yes	80%
Audio typing.	No		Crisis or conflict situations.	No	
Walking more than a mile.	No		Manual handling.	No	
Working alone or in isolation.	No		Working in confined spaces.	No	
Driving a car, van or minibus.	No		Preparing or serving food.	No	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	No		Working in awkward positions, e.g. stooping, bending, reaching.	No	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	No		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	No	
Regular and repetitive movements.	No		Working unsocial hours	Yes	5%
Outdoor work involving uneven surfaces.	No		Standing or sitting for prolonged periods.	Yes	

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	No		Working at heights / on ladders, roof work.	No	
Teaching, or responsibility for, children.	No		Outdoor work involving extremes of temperature.	No	
Electrical hazards.	No		Control and restraint.	No	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
No
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
No
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
No
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
No
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
No
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:
No