

Job Description and Person Specification

Project Support Officer

| Job Details | |
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| Grade | GRD6 |
| Service | Transformation & Change |
| Location | Friargate |
| Job Evaluation Code | P1415D |

About Coventry City Council

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:

Open and fair: We are open, fair and transparent.

Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.

Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.

Create and innovate: We embrace new ways of working to continuously improve the services we offer.

Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.

Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose

Work as part of a team to ensure that the Transformation function delivers the organisational vision for service delivery. Drive change and continual improvement to ensure the achievement of performance objectives. Promote a culture where the customer is at the heart of everything it does. Undertake responsibility for supporting projects to deliver service improvement and cost reduction as part of the Council's Transformation Programme.

Main Duties & Key Accountabilities

Providing support to ensure that project planning, development and activity is co-ordinated so that outcomes are timely and effective.

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| Supporting team members to ensure that standards, approaches and methods for project management are maintained to ensure consistency and quality. |
| Monitoring project spend, analyse budgets and report on variations to project spend. |
| Working with team members to ensure the efficient and effective delivery of the project to achieve service improvement and cost reduction within timescales. |
| Using appropriate measures of performance, both quantitative and qualitative, which reflect programme progress, delivery of infrastructure and customer experience. |
| Undertaking data collection and data analysis draw conclusions and prepare written reports to further the delivery of project objectives. |
| Undertaking research, benchmarking, process mapping as required to develop understanding of the service baseline service and financial performance and costs. |
| Assisting with writing reports and the presentation of information to project teams and boards. |
| Working with various stakeholders, to build, maintain and promote effective working relationships. |
| Supporting service improvements to progress the Transformation offer to the customer and to derive maximum value. |

Key Relationships

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| External: | Residents, communities, partner organisations |
| Internal: | All council services |

Standard Information

Post holders will be accountable for

- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for

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Person Specification

| Requirements | |
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| Knowledge | Have a good working knowledge of a change/transformation environment |
| Skills And Ability | Have a good interpersonal skills, confidence in dealing with senior colleagues and external contacts |
| | Be able to demonstrate skill in the creation and presentation of information using spreadsheets, word processing and presentation packages |
| | Have excellent organisational skills and the ability to work to tight schedules and deadlines |
| | Be able to undertake research, including analysing data and information , to draw valid conclusions and produce reports |
| | Be able to work as part of a team involved in multidisciplinary reviews and project work and develop and maintain constructive working relationships |
| | Be able to work across the organisation to achieve corporate objectives and promote partnership working with other key stakeholders |
| Experience | Have previous experience of supporting projects or change initiatives |
| Qualification | Have a good standard of general education, and evidence of continual development |