



Coventry City Council

Job Description

Job Title:	Project Support Officer	Job Number:	
Service:	ICT, Transformation and Customer Services	Grade:	6
Location:	One Friargate		

Job Purpose:

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

Main Duties and Responsibilities:

- Support the Project Manager to ensure that project planning, development and activity across allocated projects are co-ordinated so that outcomes are timely and effective.
- Support team members to ensure that standards, approaches and methods for project management are maintained to ensure consistency and quality.
- Work with team members to ensure the efficient and effective delivery of the project to achieve service improvement and cost reduction within timescales.
- Monitor project spend, analyse budgets and report on variations to project spend.
- Use appropriate measures of performance, both quantitative and qualitative, which reflect programme progress, delivery of infrastructure, channel shift and customer experience.
- Undertake data collection and data analysis draw conclusions and prepare written reports to further the delivery of project objectives.
- Undertake research, benchmarking, process mapping as required to develop understanding of the service baseline service and financial performance and costs.
- Assist with writing reports and the presentation of information to project teams and boards.
- Work with various stakeholders, to build, maintain and promote effective working relationships.
- Support service improvements to progress the Transformation offer to the customer and to derive maximum value.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply

with health and safety instructions and information and undertake appropriate health and safety training as required

- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
 - To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.
 - Any other duties and responsibilities within the range of the salary grade.
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- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for:

Responsible to: Programme Manager

Date Reviewed:

Updated: January 2021



Coventry City Council

Person Specification

Job Title:	Project Support Officer	Job Number:	
Service:	ICT, Transformation and Customer Services	Grade:	6
Location:			

Area	Description
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Knowledge:	<ul style="list-style-type: none"> • Good working knowledge of a change/transformation environment
	<ul style="list-style-type: none"> • Knowledge and understanding of manual and electronic information collection, storage and retrieval techniques, including spread sheets
	<ul style="list-style-type: none"> • Knowledge of equal opportunities and diversity

Skills and Abilities:	<ul style="list-style-type: none"> • Good inter-personal skills, confidence in dealing with senior colleagues and external contacts
	<ul style="list-style-type: none"> • Ability to work without close supervision
	<ul style="list-style-type: none"> • Demonstrable skill in the creation and use of spreadsheets, word processing and presentation packages
	<ul style="list-style-type: none"> • Excellent organisational skills and the ability to work to tight schedules and deadlines
	<ul style="list-style-type: none"> • Ability to analyse financial and numerical data, performance information, and written information, and draw valid conclusions and produce reports
	<ul style="list-style-type: none"> • Ability to work as part of a team involved in multi-disciplinary reviews and project work and develop and maintain constructive working relationships
	<ul style="list-style-type: none"> • Ability to work across boundaries to achieve corporate objectives and promote partnership working with other key stakeholders
	<ul style="list-style-type: none"> • Ability to arrange, store and present information in a helpful and understandable format that facilitate the delivery of the organisations values and goals and promote customer focused solutions
	<ul style="list-style-type: none"> • Ability to undertake basic research
	<ul style="list-style-type: none"> • To support in the field of transformation and change

Experience:	<ul style="list-style-type: none"> • Previous experience of creation or maintenance of data collection systems, and data analysis
	<ul style="list-style-type: none"> •
	<ul style="list-style-type: none"> •

Educational:	<ul style="list-style-type: none"> • A good standard of general education, including a qualification in English and mathematics and evidence of continual personal development
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Special Requirements:	
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Date Reviewed:

Updated: January 2021