

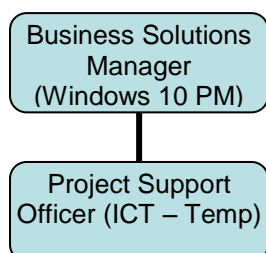
ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Neighbourhoods
SECTION:	ICT Services
LOCATION:	Number One Riverside, Smith Street, Rochdale
JOB TITLE:	Project Support Officer
POST NUMBER:	
Grade:	Grade 5
Accountable to:	Business Solutions Manager (Windows 10 PM)
Accountable for:	Any staff allocated to the postholder in connection with designated projects.
Hours of Duty:	37 hours. This role is expected to be operated on a flexi time basis but at times ICT may require the role to conform to specific business hours as needed.
Any Special Conditions of Service:	<p>The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by RBC.</p> <p>This post is not Politically Restricted in accordance with the current regulations.</p> <p>This role is expected to perform a reasonable amount of out of hours work given reasonable notice.</p> <p>This role is expected to be part of an 'on-call' / 'on standby' scheme within ICT.</p> <p>All standby and out of hours rates are agreed as part of T&C of the role.</p>

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART



PURPOSE AND OBJECTIVES OF THE JOB

To support projects and staff concerned with the specific projects and programmes of work throughout including liaising with management and staff, other Council Services and outside agencies.

Control of Resources

Personnel

None

Financial

None

Equipment/Materials

All the equipment and material used by the postholder and any staff managed by him/her.

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Service's Employee Development Scheme.

Relationships (Internal and External)

Staff of the Council, all local authority services, Rochdale Health Services/NHS Agencies. Officers and representatives of independent sector and voluntary organisations, community groups and service users.

Responsibilities

The postholder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.
- (iii) Ensure that the Council's statutory requirements and policies are carried out efficiently, effectively, economically and equitably.

Values and Behaviours

Approach the job at all times using the values set out in the Rochdale Way:

- Valuing our people
- Focusing on customers
- Acting with integrity
- Using time and money wisely

- Working together
- Always learning and improving
- Be aware of and apply the Rochdale Way behaviours at all times.

Principal Duties

1. To support projects and programmes aimed at meeting the objectives for Corporate Services and support delivery of the Council's strategic objectives.
2. To support project managers and or programme managers with documentation and provide logistical assistance in arranging and preparing for meetings, including project board meetings, minute taking and following up on actions.
3. To develop governance structures to assist in the management of projects and be solution focussed.
4. To lead on specific strands of a project and work with the manager to ensure outputs are produced in accordance with agreed expectations.
5. To prepare for meetings including project board meetings and ensure all relevant documentation is available and up to date.
6. To manage and store documentation for all projects and ensure appropriate version controls are in place.
7. To support project and team leads to deliver specific project objectives.
8. To establish and maintain effective working relationships across the Council.
9. To support development and maintenance of new systems within the Council.
10. To support and help project manage other projects and work streams the council is undertaking.

Secondary Duties

- 1 To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
- 2 To undertake external training relevant to the post when required as agreed within a personal development programme.
- 3 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by	<u>Kafiat Ali</u>	Date	<u>26.11.18</u>
Agreed by Postholder	<u></u>	Date	<u></u>
Supervisor/Line Manager	<u></u>	Date	<u></u>
Assistant Director	<u></u>	Date	<u></u>

**Rochdale Borough Council
Person Specification**

Service :	Neighbourhood Services	Post:	Project Support Officer
Section :	ICT Services / Business Solutions / Development	Post Number :	
Job Ref:		Grade:	5

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

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Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(a) Special Working Conditions		
1. This role is expected to conform to specific business hours and perform a reasonable amount of out of hours work given reasonable notice. Please confirm you are willing and able to do this.	E	AF, I
(b) Qualifications and Experience		
2. What is your experience of supporting the implementation of projects (preferably ICT projects, but not essential)?	E	AF, I
3. What is your experience of working with staff of various agencies/departments/organisations?	E	AF, I
4. What is your experience of providing project and administrative support, including preparing, monitoring and maintaining project plans against objectives?	E	AF, I
5. What is your experience of information gathering, storage, retrieval and data exchange?	E	AF, I
6. What is your experience of providing user support/guidance and issues resolution?	E	AF, I
(c) Skills and Knowledge		
7. What is your knowledge of ICT change projects in a large organisation and why ICT change projects are required?	E	AF, I
8. What knowledge and understanding of Project Management methodologies, techniques and their application to ensure projects deliver expected benefits do you have?	E	AF, I
9. How would you think and communicate clearly both verbally and in writing to a range of people from multidisciplinary backgrounds?	E	AF, I

10	What working knowledge of MS Office (Word, Excel, Access, PowerPoint, etc) and project tools (MS Project) for administrative tasks and data analysis/manipulation do you have?	E	AF, I
11	Please demonstrate your competency in the use of IT systems for a range of administrative tasks, data extraction/manipulation and handling.	E	AF, I
12	Demonstrate your ability to work independently, prioritise tasks, and take the initiative, working with change in a proactive manner.	E	AF, I
13	Demonstrate your ability to work effectively within a team environment, meet deadlines and work under pressure.	E	AF, I
(d) Behaviours and Values			
14	<p>Approach the job at all times using the values set out in the Rochdale Way:</p> <ul style="list-style-type: none"> • Valuing our people • Focusing on customers • Acting with integrity • Using time and money wisely • Working together • Always learning and improving 	E	AF, I
Armed Forces			
15	If applying as part of the Armed Forces Scheme please confirm your last long term employer was the Armed Forces	D	AF
16	If applying as part of the Armed Forces Scheme please confirm you have been looking for a job for 6-24 months since you left the Armed Forces	D	AF