

## Role Profile

<b>Job Title:</b>	<b>Projects Officer</b>
<b>Location:</b>	<b>Colindale (Hybrid)</b>
<b>Department:</b>	<b>Insight &amp; Intelligence Hub</b>
<b>Directorate:</b>	<b>Strategy &amp; Innovation</b>
<b>Grade:</b>	<b>Grade I (£42,771 - £46,968)</b>
<b>Type of Working:</b>	<b>Hybrid Working</b>
<b>Reports to:</b>	<b>Head of Organisational Insight &amp; Intelligence</b>

### 1. Job Purpose:

The Projects Officer will be a member of the Insight & Intelligence Hub, helping us to build a full data capability at Barnet so that we can make better decisions, make more efficient use of technology and better tailor our services to improve outcomes of residents.

The Projects Officer will support the Insight & Intelligence Hub in planning, coordinating, and delivering a range of high-profile data projects that will enable the transformation of digital, data and technology (DDaT) in Barnet. The role will ensure that projects are delivered on time, within scope, and aligned to strategic objectives, driving improvements in data quality, accessibility, and insight capability.

As a member of the Insight & Intelligence Hub, the post holder will support the delivery of data and insight projects that are produced collaboratively across multiple service areas, directorates and organisations.

The post holder will be flexible, highly motivated and enthusiastic. They will demonstrate a willingness to learn and capability to deliver high quality outputs during times of pressure. They will be open to learning new and often complex subject areas and show initiative in problem solving.

### 2. Key accountabilities:

The Projects Officer will:

#### Projects:

- Work with the Head of Insight & Intelligence and other member of the Insight & Intelligence Hub to ensure appropriate governance arrangement are in place to provide assurance on the delivery of key projects
- Support compliance with project management guidelines, including correct use of project templates such as issues and risk logs
- Develop and maintain project plans, risks registers, and progress reports

- Support the Head of Insight & Intelligence and other members of the Insight & Intelligence Hub to manage multiple data-related projects from initiation to completion, ensuring delivery against agreed timelines, budgets and quality standards
- Collate information to enable oversight of key projects and programmes, including a repository of key documents
- Support escalation of risks and issues on projects to senior managers
- Provide project updates, reports, and relevant analysis for key stakeholders
- Support initiatives that improve data governance, integration, and analytics capability
- Contribute to the development and implementation of DDaT strategies
- Coordinate resources across the Insight & Intelligence Hub and wider organisation to deliver project objectives

## **Project Management:**

- Assist in delivery of high-profile projects in support of the council's key strategic priorities, providing expertise and resource to ensure that projects are run to time and budget and to a high quality; and deliver key outcomes
- Provide advice and support to project and programme boards at specific points of the project/programme cycle, from initiation to project management and delivery of benefits
- Support the design of project scope, business cases, project plans, resources and controls
- Undertake research and analysis, options appraisals, assessments and evaluations to support outline and full business cases
- Advise on project controls and governance arrangements and support regular reporting to project and programme boards, senior management meetings and committees
- Undertake budget monitoring and forecasting as required
- Support the tracking and reporting of benefits
- Support change management, advising on engagement activities or other controls.
- Ensure compliance with data protection, security, and organisational standards
- Monitor and evaluate project outcomes to identify lessons learned and continuous improvement opportunities

## **Project Advice and Support:**

- Provide advice to project leads on project management, such as on business cases, project plans, resources and controls
- Support implementation of actions in response to internal audit reviews, including improvements to project management guidelines and templates
- Support training to project sponsors and project officers on the council's approach to project management, including project management guidelines
- Support a culture that drives continual improvement, efficiency savings and high levels of resident satisfaction

## **Communications:**

- Work collaboratively with internal teams, external partners, and stakeholders to gather requirements, manage expectations, and ensure successful project outcomes
- Communicate project updates clearly and effectively to technical and non-technical audiences
- Develop effective working relationships and communication with all stakeholders in relation to project management, building support and engagement
- Support multi-disciplinary project teams to ensure projects are successfully delivered
- Ensure any issues or complaints are dealt with, and resolved, in an effective and timely manner

- Seek to continuously improve the level of service provided by the team, using performance information where appropriate.

### 3. Financial Responsibilities:

### 4. Health and Safety Responsibilities:

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

### 5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

**Caring / Learning to Improve / Inclusive / Collaboration**

### 6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

### 7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

## PERSON SPECIFICATION

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<b>Criteria</b>		<b>Essential/Desirable</b>	<b>Assessed by:</b>
<b>Professional Membership/Qualification</b>			
<ul style="list-style-type: none"> <li>Educated to degree level or equivalent by experience</li> </ul>		Essential	Application
<ul style="list-style-type: none"> <li>Project/programme management qualification or equivalent by experience</li> </ul>		Desirable	Application
<b>Experience &amp; Knowledge</b>			
<b>Project management</b>	<ul style="list-style-type: none"> <li>Good understanding of the principles of effective project management, including governance and strategic decision making</li> <li>Good knowledge of project management and change management tools, techniques and methodologies (e.g. Agile, PRINCE2) and experience translating it into practice</li> <li>Proven experience in managing or support projects and successful completion of these (experience within data, digital or technology environments would be desirable)</li> <li>Knowledge of business cases, PIDs, project plans and RAID logs – and other project management</li> </ul>	Essential	Application/Interview

	<p>documentation – and some experience in developing these</p> <ul style="list-style-type: none"> <li>Experience of working successfully in a complex multi-disciplinary organisation, demonstrating an ability to contribute to corporate and directorate goals</li> </ul>		
<b>Local government</b>	<ul style="list-style-type: none"> <li>Knowledge of the major issues facing local government and an understanding of the national policy context</li> <li>Experience and/or understanding of local authorities decision making processes and the context in which they operate</li> </ul>	Desirable	Interview
<b>Digital, Data and Technology</b>	<ul style="list-style-type: none"> <li>Knowledge of data platforms, integration tools, and reporting solutions (e.g. PowerBI, Excel, Azure)</li> <li>Familiarity with DDaT transformation programmes</li> <li>Knowledge of UK GDPR and best data practices (e.g. privacy by design) around the security, protection and use of sensitive information</li> </ul>	<p>Desirable</p> <p>Essential</p>	<p>Interview</p> <p>Interview</p>
<b>Skill &amp; Ability</b>			
<b>IT Skills</b>	<ul style="list-style-type: none"> <li>Able to fully utilise Microsoft 365 projects including Outlook, Word, Excel, PowerPoint, Teams, SharePoint etc</li> <li>Ability to prepare dashboards in PowerBI</li> </ul>	<p>Essential</p> <p>Desirable</p>	Application/Interview
<b>Planning, organising and controlling skills</b>	<ul style="list-style-type: none"> <li>Ability to manage a complex workload and deliver high quality, accurate and timely work without supervision. This requires an ability to identify matters which require urgent attention and to manage conflicting</li> </ul>	Essential	Application/Interview

	<p>priorities and respond to unexpected demands</p> <ul style="list-style-type: none"> <li>• Ability to support projects with some experience of delivery, including the analysis of data to produce meaningful reports around project delivery</li> <li>• Ability to move between different project challenges and fields of expertise at short notice to support delivery of project pipeline</li> <li>• Ability to analyse and interpret complex information quickly and produce findings and recommendations for actions/areas of improvement</li> <li>• Ability to prepare reports and presentation on potentially complex issues and present to a variety of audiences in an effective and clear style</li> <li>• Ability to monitor project budgets</li> </ul>		
<b>Communication and influencing skills</b>	<ul style="list-style-type: none"> <li>• Excellent communication, stakeholder and relationship management skills, with proven ability to integrate well into a team and build relationships with a diverse group of stakeholders</li> <li>• Good interpersonal skills and able to support, engage and influence stakeholders in a professional and effective manner, responding to different perspectives and taking a cross-organisational perspective</li> <li>• Ability to work collaboratively across the organisation and with partners, and provide support on projects</li> <li>• Ability to support a multi-disciplinary project team, working across services and</li> </ul>	Essential	Interview

	<p>directorates in a virtual environment, including planning and delivering work to specific timescales</p> <ul style="list-style-type: none"> <li>Promotes a culture of continuous improvement and responsiveness to change</li> </ul>		
<b>Initiative and Innovation skills</b>	<ul style="list-style-type: none"> <li>Continuous ability to source, assimilate and analyse data and information relating to wide range of services and translate into an easily understood format</li> <li>Ability to problem solve and identify innovative solution to challenges</li> <li>Ability to work effectively, flexibly and constructively with colleagues in a team where team members work positively to a shared goal</li> <li>Demonstrates a high level of personal drive and energy that sets an example to others</li> </ul>	Essential	Interview
<b>Values &amp; Behaviours</b>			
<b>Caring</b>			
Integrity- I work with candidates and colleagues in a way that builds trust.		Essential	Interview
Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok		Essential	Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt		Essential	Interview
<b>Learning to Improve</b>			
Insight- I regularly rely on evidence and professional standards to support my work and decision making.		Essential	Interview
Agile- I am fully empowered to act within the scope of my role		Essential	Interview

Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Interview
<b>Inclusive</b>		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Interview
<b>Collaborative</b>		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Interview