

Role Profile

Job Title:	Street Scene Projects Officer
Location:	Oakleigh Depot/Hybrid Working
Department:	Street Scene Support
Directorate:	Environment
Grade:	Grade I
Type of Working:	Hybrid working
Reports to:	Street Scene Senior Programme Manager

1. Profile Summary:

The post holder will work with the Street Scene Senior Programme Manager to implement the council's frameworks for managing projects and programmes. They will also work closely with project managers to deliver high-profile projects in support of the council's key strategic priorities, ensuring effective governance and reporting arrangements are in place.

The post holder will work collaboratively across multiple service areas in a matrix management environment. This will include working with directors and service managers to deliver change.

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:**2.1 Corporate Frameworks****Projects and programmes:**

- Work with the Corporate Programmes Manager and Street Scene Senior Programme Manager to ensure appropriate governance arrangements are in place to provide assurance on the delivery of key projects and programmes to meet Street Scene's key strategic priorities
- Support compliance with project management guidelines, including correct use of project templates such as issues and risk logs
- Collate information to enable oversight of key projects and programmes, including a repository of key documents
- Support escalation of risks and issues on projects and programmes to senior managers and directors (and CMT if required)
- Provide project and programme reports and relevant analysis for key stakeholders.

Special projects:

- Provide business continuity on projects, ensuring requests are co-ordinated and circulated for review and approval, tracked, and reported to senior managers within the council and partners

- Support reviews of the process and templates for special projects to ensure they remain fit-for-purpose and monitor implementation of any agreed recommendations for improvements.

2.2 Project and Programme Management

- Assist in delivery of high-profile projects and programmes in support of the Street Scene's key strategic priorities, providing expertise and resource to ensure that projects and programmes 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 project budget monitoring and forecasting as required
- Support the tracking and reporting of benefits
- Support change management, advising on engagement activities or other controls.

2.3 Project Advice and Support

- Provide advice to project leads on project and programme 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 and programme management, including project management guidelines
- Support a culture that drives continual improvement, efficiency savings and high levels of customer satisfaction.

2.4 Communications

- Develop effective working relationships and communication with all stakeholders in relation to project and programme 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:

Undertake budget monitoring and forecasting as required and make recommendations to ensure financial outcomes are met in respect to time, quality and cost, ensuring early warning of project overspend.

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 were 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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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Educated to degree level or equivalent by experience	Desirable	Application
Project/programme management qualification or equivalent by experience	Essential	Application
Experience & Knowledge		
Project and Programme Management:	Essential	Application/Interview
• Good understanding of the principles of effective project and programme management, including governance and strategic decision-making		

• Good knowledge of project and programme management and change management tools, techniques and methodologies and experience translating it into practice • Experience of managing or supporting projects and successful completion of these • Knowledge of business cases, PIDs, project plans and RAID logs – and other project management documentation – and some experience in developing these • Experience of working successfully in a complex multi-disciplinary organisation demonstrating an ability to contribute to corporate and directorate goals.		
Local government: • Knowledge of the major issues facing local government and an understanding of the national policy context. • Experience and/or understanding of local authorities decision making processes and the context in which they operate	Desirable	Interview
IT skills: • Able to fully utilise Microsoft Office products in particular Outlook, Word, Excel and PowerPoint	Essential	Application/Interview
Skill & Ability		
Planning, organising and controlling skills • 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 priorities and respond to unexpected demands • Ability to support projects and programmes with some experience of delivery, including the analysis of data to produce meaningful reports around project and programme delivery • Ability to move between different project and programme challenges and fields of expertise at short notice to support delivery of a programme portfolio	Essential	Application/Interview

• Ability to analyse and interpret complex information quickly and produce findings and recommendations for actions/areas of improvement • Ability to prepare reports and presentations on potentially complex issues and present to a variety of audiences in an effective and clear style. • Ability to monitor project and programme budgets.		
Communication and influencing skills • Good communication, stakeholder and relationship management skills, with proven ability to integrate well into a team and build relationships with a diverse group of stakeholders • Good interpersonal skills and able to support and engage stakeholders in a professional and effective manner, responding to different perspectives and taking a cross-organisational perspective • Ability to work collaboratively across the organisation and with partners, and provide support on projects and programmes • Ability to support a multi-disciplinary project team, working across services and directorates in a virtual environment, including planning and delivering work to specific timescales Promotes a culture of continuous improvement and responsiveness to change.	Essential	Interview
Initiative and Innovation skills • Continuous ability to source, assimilate and analyse data and information relating to wide range of services and translate into an easily understood format • Ability to problem solve and identify innovative solutions to challenges • Ability to work effectively, flexibly and constructively with colleagues in a team where team members work positively to a shared goal	Essential	Interview

Caring for people, our places and the planet

Demonstrates a high level of personal drive and energy that sets an example to others.		
Values & Behaviours		
Caring		
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
Learning to Improve		
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
Inclusive		
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
Collaborative		
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