



Knowsley Council

Job description	
Job title	Programme Support Assistant
Grade	Grade F
Directorate	Resources
Section/team	Programmes and Projects Team
Accountable to	Programme Development Officer / Programmes & Projects Team Manager
Responsible for	N/A
Date reviewed	May 2022

### **Purpose of the job**

Responsible for providing high quality support for Programme and Project activities, including supporting specific tasks and pieces of work.

Responsible for supporting the relevant Officer in the effective co-ordination and implementation of a Project/Programme and service the business requirements of its delivery, governance, and risk management frameworks. Supporting the priorities of the Council within the Corporate Plan and the Knowsley Better Together vision.

### **Duties and responsibilities**

**This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.**

**The post holder must work within recognised procedures and have the ability to prioritise and organise own workload.**

1. To support and co-ordinate the implementation of a Programme and Project across its lifecycle by applying the Programme and Project management methodology and supporting the priorities of the Council.
2. To adopt and support defined information management and reporting protocols for Projects / Programmes and implement appropriate quality assurance processes and systems.
3. To be responsible for creating and maintaining efficient document libraries, acting as co-ordinator for Project documentation using SharePoint, to guarantee the free flow of information and ensuring version control. Also using external platforms for information sharing externally e.g. Egress.

4. To co-ordinate and support meetings, events, workshops and consultations as and when required.
5. Be responsible for arranging Project Governance meetings, draft agendas and assist with quality assurance of reports before circulation. Record accurate notes and actions, ensuring actions are assigned and distributed to responsible owners within agreed timescales and recorded on relevant systems. Maintain and monitor project actions, proactively chasing to completion.
6. Assist Programme Development/Project Officers to develop processes to manage and monitor risk and issue registers, milestones, and key performance indicators on appropriate Programme / Project Plan. Monitor registers, escalating when appropriate.
7. To support collaborative working with all stakeholders and services, building positive relationships with team members, peers and partnerships across the organisation and externally where appropriate.
8. To be responsible for monitoring Programme email accounts for enquiries, ensuring responses are completed, approved and sent within corporate timescales.
9. To effectively use Council systems such as IPROC to provide procurement support for the goods and services for Projects/Programmes as appropriate and in accordance with Council financial policies and procedures.
10. To identify and generate new ideas which support the development and delivery of Projects / Programmes.
11. To support the production of a communication plan, stakeholder and engagement plan.
12. To support the development of relevant reporting requirements for each project or programme i.e. highlight reports and briefing reports.
13. To co-ordinate freedom of information requests and general enquiries ensuring they are responded to in line with corporate timeframes.
14. To support the production of a Lessons Learnt Log.
15. To support and co-ordinate the monitoring and reporting of financial performance, including the development of appropriate cost plans.
16. Conduct research, analyse data, summarise outcomes and present conclusions.
17. To commit to continuous professional development programme.

### **Corporate Responsibilities**

1. The ability to work flexibly across Liverpool City Region as and when required.
2. Participate in all aspects of training and personal development to improve individual skills and knowledge.
3. To promote and support the Council's Equal Opportunities Policy in all aspects of employment and service delivery.
4. To promote and support the Council's Diversity Policy in all aspects of employment and service delivery.

5. The post holder will be required to demonstrate that they are able to contribute towards the achievement of the Council's vision "To be an excellent Council Improving people's lives" and to support the Council in its key priorities.
6. To support equal opportunities in employment, advice and service delivery.
7. To comply with all the requirements of Health and Safety legislation and Council Policy taking appropriate action where necessary which may include advising Managers of potential problems.
8. To comply with all the Council's Financial and Contract procedure rules as appropriate.
9. To carry out duties requested by managers within the service which support and promote the requirements and reputation of the Directorate and the Council.

### Health and safety

- To use equipment as instructed and trained
- To inform management of any health and safety issues which could place individuals in danger

### Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

### Knowsley Better Together - Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.

### Special Conditions

Normal hours of work will be 36 per week, but the post holder may be required to attend meetings, within the City region, outside normal office hours in line with the requirements of the service and in line with Council Policy.