



Job description			
Job title	Programme Development Officer		
Grade	Grade N		
Directorate	Resources		
Service/team	Programmes and Projects		
Accountable to	Programmes and Projects Team Manager		
Responsible for	Project Officers and/or Project Support Assistants		
JE Reference		Date Reviewed	April 2022

Purpose of the Job

To provide dedicated expert knowledge and professional management for the development of complex projects and programmes to support a council department in the delivery of their corporate priorities. The Programme Development Officer will drive the programme forward working independently and largely without supervision to ensure professional, rigorous, and successful programme management and reporting from inception to end.

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.

Management responsibilities

1. To be the dedicated lead on appropriate resourcing, commissioning both internal and external resources as appropriate, for a programme or complex project and ensure staff resources are deployed to manage the development of work and action plans to the highest standards.
2. Line manage project staff as required to support the effective delivery of the programme including organisation and allocation of work; provision of advice, guidance, and support; quality assurance; and assistance with performance reviews.
3. Take responsibility for training and development of programme/project specific staff.



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Project and Programme responsibilities

<p>1. Have responsibility and day to day management for the development and delivery of a wide range of complex cross organisational revenue and capital programmes that reflect the aims of the Council's Strategic Priorities and Corporate Plan in a dedicated department, ensuring that these programmes are professionally managed and effectively communicated and delivered with political sensitivity and awareness.</p>
<p>2. To understand and manage competing, contentious and conflicting situations in a professional manner whilst being mindful of the potential impact on the reputation and business of the Council.</p>
<p>3. To further develop skills to advise, guide, negotiate and influence delivery stakeholders including the ability to communicate and share information that is complex and on occasion contentious</p>
<p>4. The Programme Development Officer will assist in ensuring the Programme Sponsor is kept fully informed of progress, key milestones, forthcoming decisions and any risks and issues.</p>
<p>5. Establish, manage, and monitor appropriate internal and external Governance arrangements for programmes and/or projects including terms of reference, allocation of all roles and responsibilities and reporting with regular updates and briefings to the relevant Board(s) and other appropriate Council and external bodies in respect of programmes, risks and issues, budgets, outputs, and outcomes</p>
<p>6. To ensure Programmes and complex projects are scrutinised in a consistent manner and in line with governance arrangements.</p>
<p>7. Ensure these programmes / complex projects are designed to deliver Knowsley Better Together behaviours, service improvements, increased revenues, or efficiencies to clients in line with their priorities.</p>
<p>8. Prepare, implement, and manage all programme and project documentation from their inception to completion, through the recognised stages of Prince II/Right Track methodology and in accordance with the level of service standards set by the Sponsor.</p>
<p>9. Adopt, maintain, and manage defined information management and reporting protocols for each programme and project and implement appropriate quality assurance processes and systems. Establish, use, and manage internal and secure external document libraries. Manage information databases in accordance with GDPR requirements.</p>



<p>10. Establish performance management systems for each programme and project, including specific success criteria, projected impacts, benefits, and outcomes including social value. Gather evidence and report on impact.</p>
<p>11. Initiate, forward plan, develop, implement, and oversee the programme and/or project plans working across a broad area of activity independently, sometimes outside existing Council guidance or policy, and undertaking any activities necessary for successful delivery to ensure objectives and outcomes are achieved within time, cost and quality parameters.</p>
<p>12. Prepare reports for approval, as necessary for delegated or Council decisions, including the development of the accompanying EIA.</p>
<p>13. Effectively co-ordinate the programme / complex project using work streams, meetings, specialist groups etc. capturing actions and holding officers, third party providers and other stakeholders to account to ensure progress is made.</p>
<p>14. To service the needs and expectations of internal and external customers including service departments and partner organisations, implementing a highly effective Customer Care attitude to customers, a proactive approach to business opportunities and an awareness of the factors on which the Programme & Projects Team's success depends.</p>
<p>15. Manage all changes within the programme and/or complex projects, ensuring implementation of appropriate change control processes and reporting.</p>
<p>16. Manage, provide challenge, and undertake programme and complex project progress reviews, whilst providing expert knowledge.</p>
<p>17. Accountable for the financial management of large budgets through profiling, estimating, reconciling, budget monitoring and reporting, adhering to council financial procedure rules.</p>
<p>18. Although the postholder will be a dedicated resource for a named Department they will be required to work flexibly across the Programmes and Projects environment, joining virtual teams and service areas when required and providing support for other team members during periods of absence or increased workload whilst fostering and nurturing a culture of professionalism, high productivity, and high performance.</p>
<p>19. Effectively identify and manage risks, issues, dependencies & constraints across programmes.</p>
<p>20. Challenge Sponsors on perceived ways of doing things and identify and generate new ideas, in line with Better Together behaviours.</p>



21. Conduct research, analyse data, summarise outcomes and present conclusions to assist with programme delivery.
22. Build positive relationships with senior managers, elected members, team members, peers, internal and external specialists, and partnerships across the organisation and externally where appropriate including the City Region, developing networks, and contributing towards a solution focussed, business minded and innovative culture.
23. Lead on and co-ordinate stakeholder mapping, internal and external engagement and consultation events, workshops, presentations, publicity, communications, enquiries, complaints, and FOIs to support programmes.
24. The ability to communicate and share complex information across a broad range of service areas, including specialists and non-specialists.
25. Undertake procurement for project or programme related goods and services adhering to the Council's financial procedure rules. This includes report writing to obtain necessary approvals, drafting tender documentation, and assisting with assessment of tenders.
26. Lead on applications for external funding including research of potential opportunities, drafting submissions, managing, and coordinating final applications and supporting documentation, complying with the terms and conditions of successful applications, monitoring grant returns, and providing progress updates and outcome reports to funders for draw down, and retaining all appropriate information for audit purposes.
27. Co-ordinate and manage applications for any statutory approvals required for the programme or project to progress, e.g., for planning, legal, building control, and highways requirements, keeping up to date with changing guidance and regulations.
28. Conduct lessons learned reviews and coordinate the necessary collation of information to produce appropriate documentation and recommendations to senior management.
29. Manage the closure and hand over of programme outcomes and project deliverables upon completion as per the Council's preferred approach.

Other responsibilities

1. Liaise with the policy team to identify and research emerging relevant policy and legislation at an international, national, regional, and sub-regional level ensuring appropriate dissemination and reporting to inform the development of projects and programmes, including briefings and



presentations where necessary and carrying out consultation exercises in respect of the programme of work.
2. Engage with the performance team, manage impact assessments, performance monitoring and evaluation of programmes and projects.
3. Work with the other Council services, including business improvement and business support, to ensure effective and efficient delivery of programme and/or project plans.
4. Manage and hold to account third party providers and manage, monitor, and report on user acceptance testing as appropriate.
5. Participate in all aspects of training and personal development to improve individual skills and knowledge.

Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.



Knowsley Council

- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.