



ROLE DESCRIPTION

Job Title	Programme Support Officer
Salary Band	24-26
Reporting to	Digital and IT Programme and Portfolio Manager
Directorate	Resources
Service Area and sub area	Digital Services
Team	Digital Design and Delivery
Political Restriction	None

1. Primary Purpose of the Post

To support the effective administration and monitoring of exciting and high profile projects and programmes across Digital Services.

2. Key Role Specific Responsibilities

- Developing and maintaining project management artefacts – upholding good governance, undertaking document control practices including tracking risks, issues, assumptions, dependencies, scope changes, actions and decisions, escalating as appropriate.
- Work with Programme Managers, Project Managers and other key stakeholders to agree approvals pathways and produce relevant documentation to ensure robust programme monitoring and adherence.
- Administrator of the Portfolio CRM system used for tracking all work requests.
- Maintain the project risk register and the Sharepoint electronic document management system.
- Liaise with internal and external colleagues to arrange and provide secretariat Board meetings, working groups, steering groups and briefings.
- Take accurate actions and decisions from relevant meetings and ensure their timely progression.
- Support the implementation of Programme activities required to support the lead Programme or Project manager
- Support the production of reports and briefing documentation including presentation materials.



- Where appropriate, work with the LCRCA Procurement team to procure external services, ensuring effective oversight of contractor resource and supplier input, ensuring compliance with contractual commitments.
- Managing project budgets - working closely with Programme and Project Managers, LCRCA finance and audit functions to ensure effective financial transaction management and that there is thorough understanding of the financial position of the Programme.

Working with colleagues to put in place and maintain proportionate project governance arrangements to ensure appropriate levels of oversight and stakeholder engagement in line with the Project Management Framework.

The postholder may be required to undertake other appropriate duties as deemed necessary.



3. General Corporate Responsibilities

Demonstrating the right culture and communicating effectively

- Continuously demonstrating the behavior's of LCR First, Respect and Action Focused
- Regular dialogue and positive business relationship building with internal and external colleagues
- Sharing knowledge and information with others.
- Building personal and departmental credibility
- Participating in work to continuously improve project delivery at the CA
- It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.
- This job description is not intended to be prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing

PERSON SPECIFICATION

Job Title: Digital and IT Programme support officer

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Working towards or having achieved a project management qualification (APM, PRINCE2, certifications, MSP, PMBOK)	D	A / I
Qualification or professional accreditation in IT or Digital technologies	D	A / I
Evidence and commitment to continuous personal and professional development.	E	A / I
Experience and knowledge	E = Essential D = Desirable	Identified By
Track record of success in an administrative role, including budget management and reporting	E	A / I
Previous Programme/Project support experience	D	A / I
Experience of taking accurate minutes and following up actions from relevant meetings	E	A / I
Experience of booking meetings and managing diary commitments	E	A / I
Experience of working in a IT/Digital environment	D	A / I
Skills, abilities and personal attributes	E = Essential D = Desirable	Identified By
Able to work under pressure in a fast-paced environment and capable of delivering to short timescales	E	A / I
Excellent communication and organisational roles, with an ability to meet tight timescales	E	A / I
Excellent IT skills with proven ability in all Microsoft Office products and familiarity with collaborative working IT solutions (e.g. SharePoint, Teams)	E	A / I
Pro-active, a self-starter with the ability to work with minimum supervision, will need to be able to use own initiative and set own deadlines; strong time management skills are essential.	E	A / I
Good interpersonal skills, including an ability to adapt appropriately to deal with people at all levels.	E	A / I



Good verbal and written communication skills with attention to detail.	E	A / I
The ability to prioritise work against competing demands to meet deadlines.	E	A / I
The ability to work as part of any project team to deliver organisational requirements	E	A / I
Experience of operating effectively and collaboratively as part of a team and supporting colleagues from other departments.	E	A / I
A commitment to and understanding of equal opportunities.	E	A / I

Commitment and Behavioural Competencies	E = Essential D = Desirable	Identified By
Commitment to continuous personal and professional development.	E	A / I

Key to Assessment Methods:

A - Application	I – Interview	P – Presentation	AC – Assessment
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