



Job description			
Job title	Programme Support Assistant		
Grade	Grade F		
Directorate	Resources		
Service/team	Programmes and Projects Team		
Accountable to	Programme Development Officer/Project & Programmes Team Manager		
Responsible for	N/A		
JE Reference		Date Reviewed	May 2025

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 and co-ordinate the production of a Lessons Learnt Log and the monitoring and reporting of financial performance, including the development of appropriate cost plans.
15. Conduct research, analyse data, summarise outcomes and present conclusions.

As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions “is good” because they want all Council employees to understand how important it is to “treat children in care and care experienced young people as they would their own”. We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be “genuine”, helping to create a supportive environment, remaining alert to any worries and



concerns, and ensuring that safeguarding is promoted and responded to appropriately.

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