



Job description and person specification

This job description lists the general tasks, functions and responsibilities of the role below, including the specifications and skills required.

Job title	Band
Programme Support Officer	B2
Number of posts	Directorate
1	Programmes and Development
Contract type	Duration if fixed term
Fixed Term	12 Months (with possibility of extension/or permanency)
Management responsibility	
None	
Reports to	
PMO	

Standard duties

To be added by recruiting manager

- Develop programme documentation according to MSP standards, in line with PMO best practices and implement in collaboration with Programme Director and Manager.
- Provides assurance, advice and guidance on standards, tools and techniques in relation to documentation, e.g. reports, plans, etc ensuring PMO standards are adhered to within the programme.
- Assess the continued validity of the programme business case including a review of amalgamated project budgets against the overall budget in the programme business case to ensure programme tolerances are met on cost, time, quality and scope.
- Raise all purchase orders, update the programme budget and ensure it is reconciled monthly and manage on a day to day basis.
- Ensure scheduled management deadlines for Parliamentary and Parliamentary Digital Service planning and reporting cycles are met the by the programme e.g. submission of plans and reports within specified timescales.
- Track and report risks, issues and interdependencies within the Programme and escalate via defined reporting structure by leading workshops to capture those for escalation to the Programme Board. Capture risks that impact other Programmes.
- Maintain records of tolerances set by Programme Boards and report on adherence by producing scheduled summary reports finance and tolerance reports to the board.
- Drafts programme change control request for Programme Boards
- Maintain, review and report lessons learned within programme, ensuring that there is post project follow up within the programme and that 'Overall Lessons Learned' log is employed effectively.

- Prepares and leads on all programme inductions for new programme team members.
- Schedule Board meetings, appointments, take action points and circulate agenda and meeting papers and provide day to day support to the Programme Director and Manager

The duties above are not intended to be an exhaustive list. The job description may be reviewed periodically in order to ensure that the duties meet the requirements of the service and to make any necessary changes.

Key internal relationships

Please list the key internal contacts with whom this post will need to work with e.g. Members, departments and specific posts.

Parliamentary Digital Service Staff, Managers and Directors

Parliamentary Digital Service Resource Manager

Own programme / project team members as well as those within other related Programmes.

BRMs

Team Managers and Members within key Parliamentary Digital Service teams (such as the applications teams) Programme / Project Board members

Key external relationships

Please list the key external contacts with whom this post will need to work with e.g. the public, government departments, suppliers.

Third party suppliers

Person specification

Standard skills and knowledge required

- Effective written and verbal communication skills and can present complex information
- Excellent planning and organisational skills, able to prioritise to meet deadlines and takes full responsibility for quality and timescales of own work
- A systematic and analytical approach to problem solving
- Ability to contribute to and work well within a team
- Ability to supervise, motivate and lead staff
- Understands the needs of the customer and their differing levels of skills and experience
- The ability to work calmly and efficiently under pressure
- Is proactive takes action and anticipates opportunities

Specific skills and knowledge required

To be added by the recruiting manager.

- Is able to identify and plan and schedule all the tasks required to deliver a larger piece of work.
- Excellent attention to detail, ability to identify key issues within high volume data environments.
- Experience of stakeholder management and networking skills.
- Experience of reporting, management and manipulation of budget information
- Good customer facing and interpersonal skills, is able to develop good working relationships.
- Sound knowledge of appropriate tools to assist in the project management process, e.g. MS Visio, MS Project, MS Word, MS Excel, Outlook.
- Some experience of monitoring and encouraging compliance to internal standards
- Experience of providing administrative support for a team or individual. The following would also be useful: SharePoint site administration / Records Officer experience.
- Flexibility and a can-do attitude with a willingness to learn, explore and develop new skills

Desirable

- Experience of working in MSP/Prince 2 IT programme environment including the development and application of standards in practice to planning and reporting on programme activity

Core SFIA Competencies (click competency to insert level).

Autonomy

Level 4: Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.

Influence

Level 4: Influences team and specialist peers internally. Influences customers at account level and suppliers. Has some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.

Business skills

Level 4: Selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Communicates fluently orally and in writing, and can present complex technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. Rapidly absorbs new technical information and applied it effectively. Has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client. Maintains an awareness of developing technologies and their application and takes some responsibility for personal development.

Complexity

Level 4: Performs a broad range of complex technical or professional work activities, in a variety of contexts. Investigates defines and resolves complex problems.

Additional information regarding the post

Location

The post is located in 7 Millbank.

Hours (Full-time)

Consideration will be given to candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work.

Bands A – E Positions

(Full-time, until 10 May 2015)

Net conditioned full-time working hours for staff of the House are usually 36 per week. This excludes daily meal breaks of one hour.

The hours of attendance for this post are **35 net** per week. The exact daily times of attendance will be agreed with line management.

- As of 1 May 2016, hours will increase to 36 net (there will be no effect on pay).

For further information

Internal candidates should refer to the General Recruitment Information on the Employment intranet pages (select Careers & Development).

Those candidates who are shortlisted will be given details of any tests/assessments which will take place as part of the selection process.

