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| Job Description and Person Specification |  DCC Logo 09 Outl B&W |

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| **Job Title** | Project Support | **Service** | Transformation and Partnership |
| **Grade**  | Grade 9 (JE Ref N9878) | **Service Area** | Transformation Programme Office |
| **Location:** Your normal place of work will be County Hall. However, you may be required to work at any council workplace within County Durham. |
| **Flexible working:** Subject to service needs the council’s flexible working policy is applicable to this post. |
| **Disclosure & Barring Service:** Not applicable |
| **Reporting to**: Team Leader, Senior Project Manager |
| **Purpose of the Job:** The post holder will be responsible for assisting the Team Leader, Senior Project Manager/Project Manager in project managing complex projects and programmes of work including supporting the development of the plans, monitoring and implementation. The post will provide advice and guidance on: project management and systems thinking (including Lean Six Sigma). Also assisting services to develop and manage projects so that only projects that contribute to achieving the Transformation objectives are prioritised. The post will support the Project Manager in providing assurance and monitoring of these priority and MTFP projects ensuring that the approach is embedded across the Council. |

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| **Key Result Area - Corporate*** To support in culture change for transformation by championing the organisational benefits and seeking to embed the application of the council’s core values of People Focussed, Outcome Focussed, Innovation and Empowerment.
* To promote the implementation of a ‘One Council’ approach and to support and seek out collaborative opportunities across the service, within the wider council and with appropriate partners;
* To promote customer centric service design and an ethos of digital by default wherever practicable, and to promote smarter ways of working to support flexible and productive working patterns and increase productivity.

**Key Result Area – Service Delivery*** Ensure service delivery is maintained in line with the corporate service design principles and establish the most effective level of service delivery attainable within the resources available;
* Support the Team Leader, Senior Project Manager / Project Manager to embed demand-side customer driven service design (‘outside-in’);
* Support the effective workforce planning arrangements which support medium to long term service delivery;
* Participate in the identification of commercial opportunities that can modernise service provision, improve service delivery and deliver MTFP savings options;

**Key Result Area – Generic Management*** Establish working relationships within the relevant project teams based;
* Seek continuous professional development;
* Actively encourage and lead by example in terms of smarter working initiatives and promote the use of technology to maximise productivity and service delivery;
* Ensure principles of equality and diversity are embraced and underpin all work for employees and service users;

**Key Result Area – Job Specific*** Reports to the Team Leader, Senior Project Manager supporting the development and management of projects. Note that all Project Support posts are interchangeable across the three transformation teams.
* Will be expected to provide project management advice on non-complex projects to others within and outside the service in relation to methodologies, best practice or other specialist initiatives.
* Assist in the embedding of service/process review recommendations.
* Will lead small teams in project management for non-complex projects to ensure the application of best practice on behalf of the Council.
* Support the delivery and monitoring of the transformational programme including producing project plans considering priorities and resources, highlight reports for relevant boards/management team meetings, communication plans and project closure reports including lessons learned reports.
* Follows systems thinking (including Lean Six Sigma) methodologies to review non-complex services/processes to re-design them in order to achieve strategic objectives.
* Develop and maintain an electronic storage system in order to facilitate the efficient use of electronic documents.
* Contributes to the achievement of strategic, Council wide initiatives.
* Communicates and negotiates with a wide range of stakeholders in the application of the role.
* Supports the Team Leader, Senior Project Manager and Project Manager in the development of communications and awareness raising of the Transformation Programme and staff engagement to include the delivery of training in project management and lean six sigma principles;
* Assist and support the Team Leader, Senior Project Manager in the development of corporate methodologies in project management, change management and systems thinking and the embedding of these across the Council.
* To always portray a positive image of the Council to employees and customers and deliver on promises.
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**Person specification**

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|  | **Desirable** | **Essential** | **Method of Assessment** |
| **Qualification** | * Project Management qualification
 | * Management Level 3
 | Application formSelection ProcessPre-employment checks |
| **Experience** | * Experience of managing non-complex change and business transformation; proactively pursuing continuous improvement;
* Working with Members and Senior Officers advising on specialist areas of responsibility;
* Experience of implementing and delivering partnership working with both internal and external partners;
 | * Experience of undertaking non-complex Lean Reviews;
* Experience of managing non-complex projects;
* Experience of updating resource allocation plans (including financial planning) for non-complex change initiatives;
* Project level planning and people management including motivation and empowerment, performance management and development;
* Experience in monitoring of risks and highlighting where these may be of concern to a project;
* Experience in applying quality management processes for change initiatives activities.
* Experience of delivering awareness sessions in project management.
 | Application formSelection ProcessPre-employment checks |
| **Skills / Knowledge** | * Project management, business transformation and change management skills;
* Ability to think analytically and creatively;
* The ability to identify commercial opportunities for the benefit of the community and the Council;
* Understand the ‘One Council’ ethos and the values which underpin it;
* Understand the council’s service design principles to ensure the most effective level of service delivery is maintained within the resources available;
* Problem solving skills;
* Political and cultural awareness; Understanding of the political context and environment of local government;
* Strong communication and presentation skills;
* Knowledge and understanding of Local government statutory requirements;
 | * Knowledge of project management methodologies;
* Knowledge of systems thinking;
* Ability to influence and manage change across management and professional boundaries;
* To have an awareness in the independent application of the APM competences;
* Can contribute to the development of new theories and/or methods;
* Understand what constitutes good workforce planning and establish effective workforce planning arrangements which support medium to long term service delivery;
 | Application formSelection ProcessPre-employment checks |
| **Personal Qualities** | * Professional in approach;
* Personal commitment;
* Flexible approach to work;
* Well organised and self-motivated;
* May be required to work outside of normal office hours.
 | * Ability to analyse and understand problem and evaluate creative solutions;
* Ability to challenge appropriately;
* Ability to change behaviours, drive cultural change, motivate others.
 | Application formSelection ProcessPre-employment checks |