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| **Job Description** |
| **Post title** | Programme and Project Support Assistant |
| **JE Reference No** | N10623 |
| **Grade** | Grade 5 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Corporate Property & Land – Construction Consultancy Services |
| **Reporting to** | Programme and Project Support Officer and the Construction Consultancy Services (CCS) Manager. |
| **Location** | Your normal place of work will be Meadowfield, Durham. However, you may be required to work at any council workplace within County Durham – PLUS HYBRID WORKING |
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| **DBS** | This post **is** **not** subject to an Enhanced disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post holder will work with other CCS staff including Project Managers, Quantity Surveyors, Building Surveyors, Architects, Accounts, CDM, Clerk of Works and Mechanical and Electrical Designers.

This is a dedicated role assisting the Programme and Project Support Officer in supporting the CCS team in the provision of technical programme and project management support services across a number of construction projects and project workstreams.

The post holder will maintain a central repository for all projects and project information, maintaining document control systems and project plans in line with the Royal Institute of British Architecture (RIBA) stages of development. Technical knowledge of project management methodology and construction stages will be required (training will be provided if required) in order to understand technical aspects of programming and project delivery.

The post holder will assist project leads in the preparation of key project management documents (technical project plans, progress reports, issue trackers and risk logs) to help co-ordinate, plan and control a project. Each individual project/work stream will have its own manager/lead, and a close and effective collaborative working relationship with those colleagues will therefore be required.

A key task will be the management and upkeep of the departments master programme of activity which is used to schedule resources.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* Client and stakeholder engagement and communication.
* Commissioning of projects.
* Maintain and upkeep the departments master programme in accordance with the RIBA stages of project delivery.
* Setting up project files and technical templates in accordance with RIBA deliverables.
* Maintain document control systems including version control, categorising, filing and retrieving information.
* Assist Project Managers in the production of project management core documentation,

compilation of technical reports and risk registers or any other key logs as delegated by the Project Lead.

* Record and conduct project audits against the technical RIBA checklist.
* Input of technical project information in the Project Management system and other IT systems such as Microsoft Teams, SharePoint, Skype.
* Explore and implement changes to current systems and processes.
* Provide support to Project Board meetings and similar, recording proceedings and ensuring that action points are notified to owners.
* Preparation of project board papers, minuting meetings and issuing action points.
* Dealing with queries in an effective and timely manner.
* Maintaining professional working relationships with internal and external stakeholders
* Represent CCS as appropriate in various meetings as directed.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by

the Programme and Project Support Officer.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | NVQ Level 4 or equivalent level of qualification. | NVQ Level 5 or equivalent level of qualification, in a relevant subject. PRINCE 2 Foundation or equivalent. |
| Experience | Experience of supporting colleagues.Experience of collection and organisation of data.Experience of maintaining databases of information.  | Experience of providing a project management support role.Experience of working in a Construction Office Experience of support to Project ManagersIT system development. Technical knowledge of construction practices and processes (RIBA stages of development). |
| Skills & Knowledge | Ability to effectively communicate both orally and in writing.Good numeracy skills.Highly IT literate.  | Knowledge of project management methodology.Knowledge of project management ICT systems. Understanding of the principles of project planning (e.g. PRINCE2). |
| Personal Qualities | Logical and analytical approach.Ability to deal with detail.Ability to work independently.Travel is an essential requirement of the post for attendance at relevant site meetings. | Enjoy problem solving and finding solutions.Enthusiastic and positive, welcoming of change.  |