

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Corporate Services		Service Area: Policy, Development and Public Affairs	
JOB TITLE: Business Support Officer- PMO			
GRADE: G			
REPORTING TO: Programme Development Officer			
1.	JOB SUMMARY: To work as part of a team of Business Support Officers providing specialist administrative support within our Project Management Office (PMO) The Business Support Officers will be expected to undertake multi-functional duties and responsibilities and must be prepared to rotate between roles. The duties and responsibilities of the post vary accordingly. The PMO drives successful project delivery by providing independent assurance and working with project managers and stakeholders to support projects, programmes, and portfolios in a variety of ways, enabling effective decision making and embedding project management standards. You will play a key support role in the delivery of the Council’s Powering our Future Programme, supporting the Council’s Senior Management Team to shape the future of our Borough. Within the PMO you will work in one or more disciplines to ensure standards are developed, maintained, and followed for all project/ programme/portfolio delivery. You may be required to flex roles to meet business needs, this could include Reporting, Governance, Planning, Risks and Issues, Assurance, Benefits and Resources. You will be an advocate for change and a positive organisational culture, where programme, project and change management adds demonstrable value.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	Develop and maintain the programme/project library, filing, recording and reporting systems in line with the agreed Programme/Project Management Methodology and Framework.	
	2.	Ensure projects develop and maintain appropriate project documentation e.g., Business Cases, Project Plans, Risks and Issues Logs, Lessons Learned in and highlight reports line with PMO quality standards.	
	3.	Organising and supporting various governance meetings, managing, recording, and updating actions. Requesting updates of actions prior to meetings and ensuring all papers are received and distributed as appropriate. This will include development and maintained of a forward plan and preparation of papers for various meetings and Boards.	
	4.	Support the design, delivery, and facilitation of workshops, tailoring your approach to suit multiple audiences at all levels of the organisation.	

	5	Develop and maintain productive working relationships with the project stakeholders, (internal and external), Elected Members, users, technology groups and vendors during all stages of the project lifecycle and supporting implementation.
	6	Supporting and maintaining programme risks, actions, issues, interdependency logs, including their escalation where appropriate and ensuring lessons learned are documented and logged with the Programme Management Office.
	7	Monitor and analyse project information and milestones, reporting progress, slippage and highlighting areas of risk and opportunity and undertaking qualitative and quantitative analysis as required.
	8	Support with research, analysis, and benchmarking activity to understand service performance and how this compares to comparable organisations and best practice models/approaches.
	9	To be aware of and adhere to all council financial, legal and administrative policies and procedures.
	10	To assist in the training and development of staff and to undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
	11	To undertake such other duties and responsibilities commensurate with the grading and nature of the post.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)			
Job Description agreed by: (Post holder)			

Job Description dated 2021



PERSON SPECIFICATION

Job Title/Grade	Business Support Officer - PMO	G
Directorate / Service Area	Corporate Services	Policy, Development and Public Affairs
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	NVQ Level 3 in Business Administration or Customer Services or equivalent and/or substantial demonstrable level of knowledge in related disciplines	5 GCSEs at Grade C or above (or equivalent) including Maths and English.	Application form
Experience	- Experience of working in customer focused, operational and administrative environments - Experience of project management - Experience of working with a wide range of people and organisations - Experience of working in a team	- Experience of performance management systems. - Experience in business development. - Experience in implementing new initiatives, procedures and processes - Political awareness	Application / Interview

Knowledge & Skills	• Ability to programme work and be personally organised • Ability to deal with a high volume of varied and complex issues, complaints and requests for service. • Ability to undertake a generic role and perform multi-functional duties in a busy and challenging administrative environment • Committed to excellent customer service • Ability to think widely and solve problems logically • Ability to represent the Service within a range of meetings. • Ability to deal with confidential information • Good communication skills • Numerical ability to interpret and explain statistical data. • Flexible • PC literate • Well-developed verbal and written communication skills, with the public, team colleagues and other Council services. • Well-developed computer skills with proficiency of Microsoft Office packages including Word, Excel, Access, Outlook etc. • Ability to handle and input data and help generate reports • Excellent organisation and time management skills and ability to produce work of high quality to tight timescales. • Good interpersonal skills with all disciplines and levels of staff and strong customer focus.	• Working knowledge of relevant legislation, procedures and processes • Knowledge of performance management and target setting. • Ability to lead from the front and lead by example. • Organisational skills to prioritise and manage workload. • Ability to contribute to the design, implementation and development of systems and procedures	
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Specific behaviours relevant to the post	• Demonstrate the Council's Behaviours which underpin the Culture Statement.		Application / Interview
Other requirements			

Person Specification dated: September 2026

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Corporate Services	SERVICE AREA: Policy, Development and Public Affairs
JOB TITLE: Business Support Officer- PMO	
GRADE: G	
JOB LOCATION / BUILDING: Dunedin House	
REPORTING TO: Programme Development Officer	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee Is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		X
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		X
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		X

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		X
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)		X

Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		X
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		X
Working at Heights - Safety Critical: Employee will be required to work at a height .		X
Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.		X

Other Known Risks		
Known Risk	Yes	No
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.		X
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>		X
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>		X
Lone Working (including Home Working): Employee will be required to work alone.	X	
DSE Users: Employee will be required to use Display Screen Equipment (DSE) <i>DSE Training and assessment should be completed on commencement – arranged by manager</i>	X	
Any Other: Please identify any other known risks associated with this job role.		X

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager:



Date: 16/09/2024

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk

