Job Description

Post title	Programme Support Officer (The Great North)
Grade	N6
Directorate	Chief Executive
Team	The Great North
Reporting to	Programme Manager
Responsible for	Not applicable

Job Purpose

For The Great North mayoral-led partnership, to coordinate the delivery of allocated programmes, projects, contracts, stakeholder events and funding streams, ensuring effective planning, monitoring, reporting and governance to support the partnership organisation in meeting its corporate and strategic responsibilities.

Duties and responsibilities

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

- To assist in the planning, organisation and management of programmes, projects and standards to ensure the most effective and efficient use of resources.
- To develop and monitor relevant processes and procedures to ensure the timeliness and effective control over projects and programmes.
- To coordinate regular reviews of individual projects and to support the effective development, progress and evaluation of the programme and project portfolio.
- To organise and attend stakeholder events and coordinate engagement activity to support programme and project activity.
- To ensure management information is processed, analysed and presented as required to ensure programme and projects are effectively monitored.
- To account for expenditure and reconcile spend in accordance with financial regulations.
- To support or undertake specific projects, analytical and statistical work, and to assist in the preparation of information to support the objectives of the partnership.
- To develop and maintain collaborative working relationships with both internal and external partners.
- To coordinate communication activities to support the partnership’s objectives.

- To promote and implement the organisation's Equality Policy in all aspects of employment and service delivery.

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 their manager.

Organisational responsibilities

- **Communication**
  We communicate effectively with our peers, partners and local authorities and work collaboratively to provide the best possible outcomes. Communication between teams, services and partner organisations is imperative in providing the best possible service to the region.

- **Confidentiality**
  All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

  All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and in using organisation information assets.

- **Health, Safety and Wellbeing**
  We take responsibility for health, safety and wellbeing in accordance with the North East MSA Health and Safety policy and procedures.

- **Performance Management**
  We promote a culture whereby performance management is ingrained, and the highest of standards and performance are achieved by all. You will contribute to the organisation's appraisal processes to ensure continuous learning and improvement and to increase organisational performance.

All members of staff will receive appraisals, and it is the responsibility of each member of staff to follow guidance on the appraisal process.

Values and Behaviours

Our values and behaviours are the things that are important to us, individually and as a team. They articulate the way we want to conduct ourselves. Combined, they work together to make us who we are, and we use them to anchor all that we do. The North East MSA values are:

- Strive for brilliance.
- One team.
- Drive sustainability.
- Make it happen.
- Be inclusive.

Equalities and Diversity

We are committed to creating a fairer North East where everyone can thrive with aspirational jobs, new skills, and better homes. All employees are responsible for taking proactive steps to eliminate discrimination, advance equal opportunities and foster good relationships in every aspect of their work.

Special requirements of post

- **DBS**

  This post is not subject to a disclosure.

- **Politically restricted**

  The North East MSA has designated that this post is not politically restricted in accordance with the requirement 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.

Person Specification: Programme Officer

The following criteria will be used to shortlist at the application stage and will be further explored at the interview stage.

	Essential	Desirable
Qualifications	• Evidence of continual learning and professional development.	
Experience	• A track record of successfully supporting the management of a portfolio of projects and programmes, ensuring delivery targets are met in line with agreed timescales. • Experience of developing and managing audit and information systems/processes to capture data, identify trends in performance, report compliance and escalate areas of risk where appropriate.	• Experience of working within a political environment.
Skills and Knowledge	• A great eye for detail, ability to analyse and present high-quality performance information for a range of audiences. • Good understanding of programme and project management principles, delivery frameworks and governance arrangements. • High level of organisational and communication skills. • Exceptional Microsoft Office skills, particularly Excel, Word and PowerPoint.	• Knowledge of working in a complex organisational, partnership or public sector environment. • Knowledge of public procurement processes.

Personal Qualities	• Demonstrable interest in effective programme delivery and continuous improvement. Enjoy being part of a team and living the values wherever you work. • Commitment to building and maintaining positive, collaborative working relationships with colleagues, partners and stakeholders across a range of programme areas. • A self-starter with the ability to manage own workload to planned timescales, amid conflicting demands.	
Additional Requirements		