

JOB DESCRIPTION

JOB DETAILS	
Post title:	Programme officer
Post grade:	Grade G
Directorate:	Transformation
Section:	Programmes
Reporting to:	Transformation programme manager
Line manager:	Yes / No
Date updated:	July 2025

MAIN PURPOSE OF JOB
This is a pivotal role responsible for overseeing all aspects of project management, from initiation to completion to ensure it meets the objectives and scope.

SPECIFIC DUTIES
<p>1.1 To co-ordinate/manage the effective delivery, monitoring, reporting and delivery of the council's improvement projects.</p> <p>1.2 To establish, communicate and implement project objectives.</p> <p>1.3 To identify and support the delivery of efficiencies and improvements in services across the council - through the effective use of ICT and cultural change.</p> <p>1.4 To lead and co-ordinate the activities of projects, ensuring that all members of the project teams actively comply and understand their responsibilities to undertake tasks and meet deadlines.</p> <p>1.5 To set objectives that are consistent with the objectives of the council. To plan and meet those objectives by planning, organising and mapping the necessary resources for carrying out work, obtaining continual feedback on the delivery of the plan and revising the plan/objectives.</p> <p>1.6 To coordinate/manage, monitor and report to corporate management team and members the status of projects within the council's transformation programme and the status of other improvement programmes that arise.</p> <p>1.7 To maintain the project plans, carrying out critical path analysis, ensuring key tasks are identified and completed in order.</p> <p>1.8 To co-ordinate/manage and, where appropriate, lead on individual projects - particularly in relation to channel shift, customer services and cultural change.</p> <p>1.9 To apply robust project and financial management to individual projects to ensure they are delivered on time, within budget and meet the project scope.</p> <p>1.10 To work closely with senior management and members to identify efficiencies and improvements across service areas.</p>

1.11 To build constructive relationships with partner organisations, particularly within the Public Services Centre to identify efficiencies and improvements, with emphasis upon customer focus and culture change.

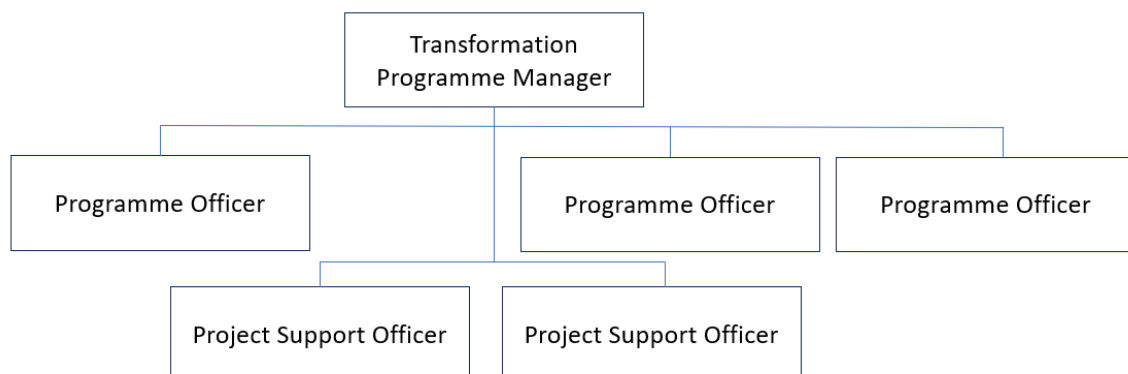
1.12 To support HR and ICT organisational development programmes particularly around new ways of working, business change and channel shift.

1.13 To act as the Business Transformation Champion for the council – to ensure transformation continues to be embedded across all areas of the organisation.

1.14 Manage the council's corporate project management framework and to provide support to the communication's function if/when required.

1.15 To develop a plan to effectively communicate and engage with staff and councillors on any issues or updates on the council's business transformation programme

ORGANISATIONAL CHART



KEY WORKING RELATIONSHIPS

The key positions this post will interact with internally and externally, including any direct or indirect reports

- Chief officers group
- Leadership team
- Director - transformation
- Head of customer, programmes and performance
- Transformation programme manager
- Transformation programme officers
- Associate director – IT, cyber and digital

RESOURCES

The post holder has no direct responsibility for managing departmental budget. The post holder is responsible for managing their own physical resources, such as computers, office equipment, and data storage tools.

PHYSICAL DEMANDS

While the role is primarily office-based, it does require proficiency in using a range of office equipment, including computers, printers, photocopiers, and presentation tools. The performance analyst must be

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we are **Respectful**

we are **Inclusive**

able to operate technology such as Microsoft Teams for meetings or presentations. There are no specific physical dexterity skills required beyond those necessary to perform typical office tasks.

The ability to sustain long period of concentration are a must for this post-holder because of the nature of the role and because of the profile of key projects, information must be accurate when presented to management and members. An eye for detail is also key.

Considerable precision and speed is required, as this role involves specialist data management - particularly when creating management statistics and reports

Normal driving skills will be required to attend external meetings, training courses etc.

MENTAL DEMANDS

The role involves significant mental demands, as the post holder must maintain a high level of concentration to accurately analyse and interpret complex datasets, for lengthy periods of time. The work requires multitasking, with the individual balancing several projects and deadlines at once. There will be times when the role demands working under pressure to meet tight deadlines, particularly when handling large datasets or preparing reports for senior management.

The role requires the post holder to cope with general levels of work related pressure, which regularly will be high, particularly due to complex/difficult project related activities. These will include extended long periods of concentration by the post holder to analyse data. The ability to carry this out within a busy transformation team environment and juggle day-to-day enquiries is critical to this role.

The role requires concentrated listening and visual attention to ensure accurate analysis can take place.

WORKING ENVIRONMENT

Work will be a combination of office and home-based working.

The post holder will be exposed to a wide variety of internal and external stakeholders (including politicians and senior management) when dealing with controversial and/or sensitive issues and occasional challenging behaviours, which they will have to respond to with tact and diplomacy.

ALL STAFF RESPONSIBILITIES

To adhere to all Council Policies, in particular Equal Opportunities.

To undertake any other duties properly assigned from time to time by your line manager which are appropriate to the grade and character of the post.

To be committed to the principles of equality, diversity and the ability to treat everyone who you come in contact with dignity and respect.

Tewkesbury Borough Council is committed to the principles of safeguarding and promoting the welfare of all children, young people and vulnerable adults; therefore, all employees have a responsibility and duty of care to report safeguarding issues they become aware of or witness.

HEALTH AND SAFETY

Ensuring that services are delivered in compliance with existing and new Health and Safety legislation and the Council's Health and Safety Policy and ensuring that duties are pursued in a safe manner with due regard to the Health and Safety of yourself and others.

PERSON SPECIFICATION			
QUALIFICATIONS	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Educated to degree level or equivalent or substantial equivalent experience in a relevant discipline.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form
Prince 2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form
Management qualification in relevant subject area.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form
EXPERIENCE	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Good experience and understanding of programme/project management.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Good experience of working using agile project management.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Evidence of successful delivery of change programmes that have realised savings and service improvements for the organization.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience in employee engagement and influencing staff, senior managers, members and partners, to achieve organisational outcomes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of creative and innovative solutions to achieve successful objectives.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of operating in a customer focused environment introducing systems and methods to improve customer access, experience and satisfaction.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of local government or similar organisations, report writing and dealing with Committees.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview

Experience of project and programme management systems and tools.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of financial project management.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of partnership development and working	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
SKILLS	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Extensive knowledge of Microsoft office applications.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Analytical skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Advisory, negotiating and motivational skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Leadership and supervisory skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Communication and presentational skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Organisational skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Problem solving skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to meet deadlines	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to prioritise	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to work under pressure with minimal supervision	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Attention to detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Project management and financial project management skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to work across disciplines and functions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to work to tight deadlines.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
BEHAVIOURS / ATTRIBUTES	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Customer focus	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Calm, helpful, co-operative disposition	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to use own initiative	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Accuracy and attention to detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview

Conscientious	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Strong interpersonal and client liaison skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Methodical approach to work	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Sensitivity towards the culture of the organisation and its political complexities.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
The resilience necessary to overcome obstacles and resistance.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to work within a team as well as independently	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Commitment to equal opportunities and health and safety	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Full driving licence with use of motor vehicle.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview