

## JOB DESCRIPTION

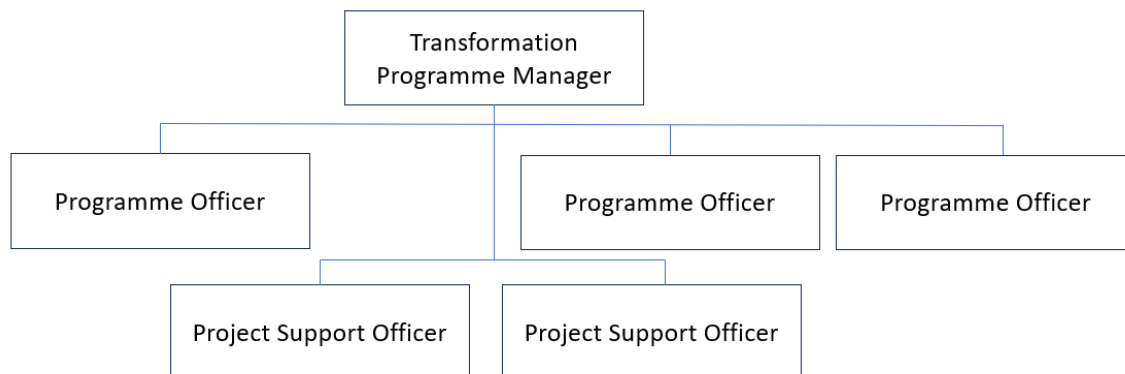
JOB DETAILS	
<b>Post title:</b>	<b>Project support officer</b>
<b>Post grade:</b>	<b>Grade E</b>
<b>Directorate:</b>	<b>Transformation</b>
<b>Section:</b>	<b>Programmes</b>
<b>Reporting to:</b>	<b>Transformation programme manager</b>
<b>Line manager:</b>	<b><del>Yes</del> / No</b>
<b>Date updated:</b>	<b>August 2025</b>

MAIN PURPOSE OF JOB
<p>The project support officer is responsible for the coordination and delivery of a project, working closely alongside the programme officers. They will be responsible for organising project meetings and carrying out administrative tasks and any relevant actions resulting from these liaising with and building up strong professional relationships with stakeholders and colleagues.</p> <p>They will monitor project schedules and produce reports analysing the information and progress of projects - presenting these where necessary.</p> <p>When projects are complete, the project support officer will gather feedback from those involved and analyse this against the outcomes of the project to establish lessons learnt. They will also contribute to case studies on each project which will be shared with a variety of stakeholders both internally and externally.</p> <p>This role is also responsible for producing written communication – including presentations and newsletters – for a wide range of stakeholders, including management, councillors and partners.</p>

SPECIFIC DUTIES
<p>1.1 Provide administration support to the business transformation team including scheduling meetings, attending project meetings and taking minutes.</p> <p>1.2 To plan and create presentations for a wide variety of stakeholders including members, council officers and other local authorities.</p> <p>1.3 To draft the team's quarterly newsletter giving an update on the business transformation team's current projects and achievements.</p> <p>1.4 Develop and maintain project documentation and support programme officers and other colleagues to use these effectively.</p> <p>1.5 To oversee project closure and lessons learnt, gathering feedback from those involved.</p> <p>1.6 Contribute to the development of case studies on completed projects.</p> <p>1.7 To produce project reports including status reports tracking the progress of projects.</p> <p>1.8 Establish and manage effective professional relationships with internal and external stakeholders.</p>

- 1.9 Develop training material including video tutorials and written guidance for internal staff.
- 1.10 Assist with enquiries from stakeholders and colleagues via telephone, email and in person.
- 1.11 Contribute to formal process reviews, establishing ways in which processes can be reviewed and put forward proposals.
- 1.12 Develop and support effective communication between the project teams.
- 1.13 Assist with the production and maintenance of project plans.
- 1.14 To ensure 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.
- 1.15 To adhere to all Council Policy, in particular Equal Opportunities.
- 1.16 To undertake any other duties properly assigned from time to time by the Head of Service and corporate services manager which are appropriate to the grade and character of the post.

## 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
- Digital developers
- 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 project support officer must be 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 post holder more often than not will be sat in a constrained position.

## **MENTAL DEMANDS**

The nature of this role requires the post holder to cope with general levels of work-related pressures.

There is a need to balance competing project priorities and the ability to take a methodical approach to ensuring each project meets its milestones - whilst also assisting with other aspects of work relating to the business transformation team, such as presentations and meetings with key partners.

The role will require medium periods of concentrated mental attention for preparing presentations and newsletters.

## **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.

<b>PERSON SPECIFICATION</b>			
<b>QUALIFICATIONS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>ASSESSMENT METHOD</b>
Level 3 qualification e.g. A level, or BTEC award or certificate or diploma in a relevant field	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form
Agile project management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form
<b>EXPERIENCE</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>ASSESSMENT METHOD</b>
Experience of administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Good understanding of Agile project management and working practices	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of operating in a customer-focused environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of local government or similar organisations, report writing and dealing with Committees.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Experience of project and programme management systems and tools.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
<b>SKILLS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>ASSESSMENT METHOD</b>
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
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
<b>BEHAVIOURS / ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>ASSESSMENT METHOD</b>
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
Open to change and commitment to continuous improvement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Full driving licence with use of motor vehicle.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview