UNIVERSITY OF LINCOLN
JOB DESCRIPTION

JOB TITLE	Programme Support Officer – Fixed term
DEPARTMENT	ICT Services (PMO & Architecture)
LOCATION	Brayford pool

JOB NUMBER	CS4103	**GRADE**	4	**DATE**	May 2014
REPORTS TO	Enabling the Business (ETB) programme managers				

CONTEXT

As programmes are major undertakings, affecting large numbers of people and creating large volumes of information, a central hub is required.

This role will have responsibility for co-ordinating all information, communication, monitoring and control activities for Enabling the Business Programme(ETB) and associated projects, monitoring progress ensuring that all information is up to date and accurate at all times.

This role will also be providing administrative support and guidance. This is a key role as part of the delivery team to achieve major benefits and change.

This role will work alongside, and take advice and guidance from, the PMO Project Support Officer [(PSO), administrator of the Enterprise Project Management solution within ICT services.]

The role will be a key conduit between the programme and the University SMT, responsible for liaising and communicating with the SMT support team, in order to contribute to the overall communication strategy.

JOB PURPOSE

To work alongside the Enabling the Business Programme Managers and assist in the effective delivery of this Programme. The role will assist in the development and management of the long term plans, monitor project schedules and budgets, prepare progress reports, and regularly liaise with key internal and external stakeholders in order to maintain information flow and to build effective working relationships.

The role will log, manage and analyse information in regards to the progress of the programme and projects, maintain the decision log and risk and issue logs as well as provide a professional support function to the programme team. The role holder will need to use initiative and judgement to resolve problems encountered, which may be complex in nature.

The role holder and must be able to work as part of an effective team. The role holder must have the ability to prioritise and to work to competing deadlines in order to respond to a dynamic and fast changing environment.

KEY RESPONSIBILITIES

Project and project office support

As part of ETB Delivery team the PSO will work closely with staff at all levels across the University in both professional support areas and the Colleges (with respect to ETB). The role will:

- Provide guidance on project management procedures and templates.

- Assure project plans and documentation are complete to standard and advise on appropriate action if needed.

- From supplied planning and actual data, use spreadsheets and project management software to set up detailed work breakdown structures. Produce planned and updated project and summary reports, including cost breakdowns for distribution to the Project Board

- Undertake information gathering to support the project as directed by the Programme managers

- Responsible for the collation and maintenance of all programme and project data on the SharePoint Project Portal.

- Manage internal Programme and Project meetings, including project assurance and quality review, and external supplier meetings, preparing invites, agendas and taking and distributing accurate minutes in a timely manner.

- Administers project document version control for the programme.

Professional administrative support for the ETB programme

Diary management of numerous diaries

Management of papers and correspondence for a number of working groups.

Participation in internal working groups and workshops.

Regular organisation of associated Programme meetings, drafting of agendas and taking detailed minutes for such meetings

Carrying out relevant follow up work from meetings, advising staff of their allocated actions and follow up and escalate to Programme Managers if needed

In the absence of the Programme Managers ensure that urgent programme / project matters are referred as appropriate and dealt with in a timely fashion

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and dimensions of the role
Works under general direction within the clearly defined PMO accountability framework. May provide advice and guidance and support to other programmes and projects. Forms a good appreciation of the programme and its impact on the university.

Key working relationships/networks	
Internal	**External**
Senior Academic staff - all Colleges Academic Staff Senior Professional Services staff across University Support staff across University Various Boards as required	Implementation Partner Various Suppliers

UNIVERSITY OF LINCOLN
PERSON SPECIFICATION

JOB TITLE	Programme Support Officer	JOB NUMBER	CS4103

Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
Higher BTEC level standard or equivalent experience	E	A
Foundation certificate in Project support office	D	A
P30 Practitioner	D	A
Experience:		
Familiar with the project or programme development life-cycle and typical problems associated with the implementation of IT projects and programmes.	E	A&I
Demonstrates a practical knowledge of project or programme management methodologies, tools and techniques with in depth knowledge of at least one methodology.	D	I
Project Support Office experience or equivalent	E	I
Planning & Monitoring eExperience	E	I
Skills and Knowledge:		
Effective administrative skills, with the ability to organise own workload in order to meet tight deadlines.	E	A&I
Effective communications skills, both oral and written, with the ability to collate and present information to others.	E	I&R
Ability to draft non standard documents and results and take detailed minutes of meetings.	E	I&R
Competencies and Personal Attributes:		
Competent in MS Office software – word, excel, PowerPoint	E	I&R
Familiar with MS Project, ideally EPM	D	I&R
Familiar with SharePoint	D	I&R
Able to command the respect of colleagues through demonstrating a professional approach to work	E	I

Excellent inter-personal skills	E	I
Proactive and able to demonstrate initiative	E	A&I
Understanding the needs of the internal or external customer and keeping them in mind when taking actions or making decisions.	E	I
Follow-up & monitoring – checking progress against targets, reporting as necessary and taking actions to resolve exceptions	E	A,I
Business Requirements		
Travel to other campuses may be required		

Essential Requirements are those, without which, a candidate would not be able to do the job.
Desirable Requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Author	LB	**HRBA**	JE