

<b>Role Title</b>	<b>Project Assistant</b>
<b>Reports to:</b>	<b>Project Manager</b>
<b>Job Family</b>	<b>Place</b>
<b>Competency Level</b>	<b>Principal Officer</b>
<b>Pay Range / Scale</b>	<b>PO1</b>
<b>Purpose</b>  Provide effective support to and/or manage projects within the Planned Works team to deliver expected outcomes and benefits to the Council and its residents through the planned works programme. Work under direction of Project Manager to support on any key tasks and monitor key deliverables, to ensure projects are completed on time, within budget, and to the required quality standards.  Coordinate with operational services and stakeholders to deliver a high-quality service for residents through effective project management and delivery of the planned works programme, leading on/managing the delivery of non-complex projects.	
<b>Generic Accountabilities</b>	<b>End Results/ Outcomes</b>
Provide advice and make recommendations based on up-to-date knowledge and analysis / evaluation of information. Manage escalated or complex customer issues within the relevant area.	Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility.  Issues are managed through to a satisfactory conclusion.  Risk to the Council is minimised.
Contribute to the development of service plans to meet strategic business goals.	Strategic and operational input is provided to wider business planning and development.  Customer needs are identified.  Services meet legislative and policy requirements.
Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.	Relevant information / data are managed efficiently and accurately.  Accurate and relevant information / reports / documentation are produced.  Trends and issues are identified and prioritised.  Statutory and procedural obligations are fulfilled.

	Management decision making is supported.
Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.	<p>Changes to systems, policies and / or procedures are identified and recommended.</p> <p>All updates, amendments, developments are tested and approved prior to delivery.</p> <p>Customers receive prompt, accurate policy / procedural updates.</p> <p>Service standards are improved.</p>
Work closely with others to support / manage the development and delivery of improvements in processes and procedures.	<p>Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Issues and recommendations are brought to the attention of senior managers.</p> <p>Benchmark against best practice authorities and centre of excellence.</p>
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	<p>Reports are prepared, distributed / presented to the appropriate committee / to the required standards and timescales.</p> <p>Evidence-based recommendations are made.</p>
<p>Manage a portfolio of Projects and Reviews.</p> <p>Lead on specific projects as required.</p>	<p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>Change initiatives are successfully integrated and implemented across all impacted service areas.</p> <p>Value for money is achieved.</p> <p>Ongoing savings secured.</p>
Co-operate with and support colleagues.	<p>Colleagues are supported.</p> <p>Required information is provided.</p>
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Carry out all duties and responsibilities	Work is carried out in a way that is safe and

with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	without risks to health.
<b>Job Specific Accountabilities:</b>	
Lead on/manage non-complex projects as required as part of the Planned Works team.	<p>Takes full responsibility for the definition, documentation and satisfactory completion of small to medium projects (typically lasting under 3 months) with firm deadlines.</p> <p>Ensures that realistic project plans are prepared and maintained and provides regular and accurate reports to stakeholders as appropriate.</p> <p>Manages the change control procedure and ensures that agreed project deliverables are completed within planned cost, timescale and resource budgets, and are signed off.</p> <p>Provides effective leadership to the project team and takes appropriate action where team performance deviates from agreed tolerances.</p> <p>Ensures that own projects are formally closed and, where appropriate, subsequently reviewed, and that lessons learned are recorded.</p>
Provide programme and project support to deliver projects within the planned works programme.	<p>Projects are compliant with all relevant legislation, regulations, codes, requirements, standards and guidelines.</p> <p>Projects deliver all required outputs to relevant quality standards within agreed timescales.</p> <p>Highlight Reports and other required documentation completed as agreed in the project governance arrangements.</p> <p>Project Plans, Risks registers, issues logs, benefits realisation plans, communications plan etc. are all maintained to a high standard and shared as appropriate with boards and delivery working groups.</p>
Engage with operational services, stakeholders to deliver high-quality service for residents through effective project management and delivery.	<p>Stakeholders are engaged in the delivery of projects.</p> <p>Stakeholders express good levels of satisfaction with project delivery.</p> <p>Stakeholders are made aware of risks, issues</p>

	<p>and benefits in a coherent manner.</p> <p>Work with stakeholders to consistently improve public services through the use of effective influencing skills.</p> <p>Best practice is captured and shared via a 'lessons learnt' process.</p>
Secure compliance and engagement with the project amongst the necessary stakeholders.	Projects are delivered using the WF Good Change Guide Framework and agile tools and techniques are applied to ensure that the projects are delivered to high quality.
Monitor and control the approved project plan.	Action is taken to swiftly resolve any issues.
Monitor project expenditure in accordance with the project budget.	Budgets and financial risks are monitored and managed in line with project requirements.
Support the project team to ensure that they meet their objectives and address any issues as appropriate.	<p>Individuals and teams are set objectives that they consistently meet or exceed.</p> <p>Under-performance is identified and addressed at the earliest opportunity.</p> <p>Best practice is captured and shared via a 'lessons learnt' process.</p>
Report on project activity for project and programme boards as necessary.	<p>Highlight Reports and other required documentation completed as agreed in the project governance arrangements.</p> <p>Notification of any deviations in the project scope, schedule, budget or quality.</p>
Manage risk within area of responsibility. Ensure all stakeholders are aware of and comply with relevant regulations and procedures.	<p>Potential risk is identified, and mitigation is planned.</p> <p>Risk Registers and Issue Logs are maintained.</p>
Review project deliverables and those responsible for them.	Outputs are delivered as identified at the outset of the project.

### Nature of Contacts

Day-to-day contact typically involves Heads of Service and Senior Managers across the authority, contractors, external agencies and organisations, providing advice regarding stock condition.

The role will involve direct contact with members of the public. Because of this, the postholder will need to demonstrate sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances.

### Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Has regard to the requirements of

service plans, Housing Asset Management Strategy, TPC contractual requirements, MHCLG Consolidated Guidance, Statutory Building / Health and Safety requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council procedures, TPC contractual requirements, Building / Health and Safety requirements.

Occasionally the post will be expected to work from other locations.

### **Key Facts and Figures**

The Council's stock is over 10,000 homes.

The Housing Asset Management budget is over £20m p/a.

### **Resourcing**

Budget Responsibilities: Contributes to managing project budgets.

Supervisory Responsibilities: Nil direct - matrix management other staff within the Housing Assets Division.

### **Knowledge, Skills and Experience**

- Experience of managing small to medium projects in complex and challenging environments.
- Experience of supporting complex projects and programmes in managing and reporting project progress, risks and issues, budgets, decisions to the SRO.
- Knowledge of the financial, legal and social environments in which a local authority operates.
- Experience of managing stakeholder relationships.
- Possess in depth understanding of Agile, its values and principles, including backlog grooming, release and sprint planning, burn-up/down charts, and more.
- Be effective at planning, monitoring and reviewing.
- Excellent oral and written communication skills with an ability to interact effectively with people at all levels in an organization including senior level executives.
- Work effectively as part of a team and have a genuine desire to assist colleagues.
- An ability to respond to unpredictable volume of work with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.
- Work effectively and efficiently, paying careful attention to detail, data confidentiality and accuracy.
- Self-starter with high degree of initiative, urgency, and follow through.
- Possess strengths in organisational, attention-to-detail, reasoning, critical thinking, and problem-solving skills.
- Able to work in an inclusive manner with staff and residents.
- Good IT literacy, particularly with Microsoft Office applications.

### **Indicative Qualifications**

Degree desirable. 5 GCSEs at grade A-C or equivalent to include English and Maths.

Project management qualification desirable.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.