

Role Title	Project Officer
Job Family	Housing Delivery, Place Directorate
Competency Level	Principal Officer/Manager
Pay Range / Scale	PO3
Purpose To develop and deliver specialist support/advice as part of a team of Project Directors, Managers and Officers delivering major housing regeneration schemes. To ensure relevant legislation, regulations and policies are complied with.	
Generic Accountabilities	End Results/ Outcomes
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.	Changes to systems, policies and / or procedures are identified and recommended. All updates, amendments, developments are tested and approved prior to delivery. Customers receive prompt, accurate policy / procedural updates. Service standards are improved.
Work closely with others to support/Manage the	Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues.

<p>development and delivery of improvements in processes and procedures.</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 center of excellence.</p>
<p>Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.</p>	<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>
<p>Co-operate with and support colleagues.</p>	<p>Colleagues are supported.</p> <p>Required information is provided.</p>
<p>Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.</p>	<p>All policies and procedures are complied with.</p>
<p>Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.</p>	<p>Work is carried out in a way that is safe and without risks to health.</p>

Job Specific Accountabilities	End Results/ Outcomes
Provide project support in all areas as part of a team of Project Directors, Managers and Officers to achieve delivery of regeneration projects within the Housing Delivery service.	Well led and delivery focused projects and programmes. Regeneration projects delivered on time within the set budgets and to required quality standards.
Support the Project Managers as directed in the procurement and management of external contractors to deliver programmes as required.	Projects resourced with appropriately competent teams on programme.
Secure and provide accurate information for monitoring purposes on a regular basis and ensure that data management systems and project documentation are accurately and regularly updated.	Accurate and informative project information is prepared and presented as required.
Develop effective working relationships with key internal and external partners to ensure that service standards are met whilst also improving efficiency.	Regular engagement in place. Successful partnership working is maintained.
Effectively administer meetings to ensure projects and outputs are delivered on time, to cost and quality standards.	Regeneration projects delivered on time within the set budgets and to required quality standards.
Facilitate, attend and contribute to committee meetings, consultation events and other meetings as required, (sometimes outside of normal office hours).	Member, chief officer, and community support for projects is clear and demonstrable. Stakeholders are kept informed of project progress.
Lead on setting up and maintaining appropriate filing systems designed to promote the operational efficiency of the Housing Delivery Team.	Efficiency of team maximised.

<p>Respond to resident, Councillor, MP and other enquiries, including formal and informal complaints and FOIs, and to ensure responses from others are co-ordinated and responded to with quality responses within identified timescales.</p>	<p>Members and residents receive a high-quality service. Members are able to accurately update their constituents within agreed timescales.</p> <p>Learning is taken on board and improvements made to the service.</p>
---	---

<p>Nature of Contacts</p> <p>Typically involves Heads of Service, and Senior Managers across the authority, and external agencies and organisations providing advice regarding May involve direct contact with members of the public.</p> <p>Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p>
<p>Procedural Context</p> <p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-today problems without always referring to others. Decisions will be made based on Council procedures. Occasionally the post will be expected to work from other locations</p>
<p>Key Facts and Figures</p> <p>Maintaining records in order to ensure accurate budget monitoring and risk management.</p>

<p>Resourcing</p> <p>Budget Responsibilities: Supervisory Responsibilities:</p>
<p>Knowledge, Skills and Experience</p> <p>Experience and understanding of estate regeneration programmes. Experience of project management, working to time, budget and quality in a large organisation. Experience of liaising with a range of internal and external partners. Experience of working with residents in diverse communities. Experience of report writing and communications for a variety of audiences, demonstrating</p>

numeracy and literacy.

Ability to set up and maintain appropriate filing systems.

Ability to work as part of a team to deliver projects and programmes.

Ability to develop effective working relationships with a broad range of internal and external partners.

Good co-ordination and organisational skills and the ability to plan and manage workload with minimum supervision.

Good written and verbal communication skills, presentation skills, IT skills, numeracy skills.

Indicative Qualifications

Degree or equivalent or vocational qualification in relevant subject or area, or relevant professional experience.

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.