Programme Support Officer- Highways Service

JE Code:JE2308



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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** | |
| **Service** | Highways |
| **Reports to:** | Programme Manager |
| **Job Family** | Professional & Technical |
| **Grade:** | H |
| **Political restricted** | N |
| **Date:**  **JE Code:** | 11 October 2021  JE2308 |

**Key Deliverables**

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| **1.** | **Data Management and Progress Reporting**  Responsible for recording, reporting progress and status for the Highways Capital programme and Highways related project requests from outside of the service. The role will require the post holder to be comfortable talking to colleagues at all levels of the organisation including external stakeholders such as Contractors, Third Party organisations and Councillors. To be able to validate data and create meaningful clear information that can be acted on. To ensure that the Capital Programme includes the most up-to-date information.  A combination of information management; data management; analysis; communication and IT skills required. |
| **2.** | **Document Governance and Configuration Management.**  To be the custodian for project information, maintaining the ‘only version of the truth’. The post holder will bring order to chaos and pride themselves on ensuring project information is accessible and up to date, ensuring documents adhere to version control and clear document naming convention.  To be able to provide the most current project information such as project milestones, financial spend, approved budgets, actions and risks relating to the capital programme.  Ensuring that the project network folders are created, and access provided to the project team(s).  Co-ordination of issues; risks, change control, documentation and any other logs that need control like Project Requests, MK Approach Documents and Capital Programme changes.  Provide Project Support for project work where Highways Service is involved, including taking a leading role to ensure appropriate action is taken where required and work closely with, and advise, the Programme Manager and other key project stakeholders on project risks and exceptions such a resourcing to maintain quality assurance.  Ensure effective systems are in place to support the delivery of projects alongside the delivery team and where required, to assist with drafting initial START documents, business cases and briefing notes.  The post holder maybe required to manage discrete/small scale projects. |
| **3.** | **Championing Best Practise.**  The post holder will be the main point of contact for Capital Project Requests for Highway related projects. The post holder will be responsible for the management and monitoring of the Highways Project Request inbox and provide timely response for all enquiries keeping stakeholders informed. Contacts and communications will be from a wide range of stakeholders including Councillors, Council Wide Colleagues, Contractors, senior executives, and local businesses.  The post holder will apply the theory of Project Management, supporting the most current methods, processes, standards, procedures, and tools of project management, supporting colleagues to adhere to the best practise and provide a flexible and pragmatic approach in order to provide a better and more efficient outcome.  The post holder will ensure those responsible for risks adhere to the process requirements and will manage the day-to-day risk process in line with the MK Approach and systems. |
| **4.** | **Financial Monitoring**  The post holder will review the financial report (Budget Tracker/Capital Finance Outturn Report) on a regular basis, collating and recording the budget/spend data on the Capital Programme in order to support the Programme Manager. |
| **5.** | **Information Governance.**  Excellent IT skills, with demonstrable high level of competence in the full MS Office suite including MS Teams and SharePoint and the ability to quickly and confidently learn and utilise a variety of different IT systems. Ability to adhere to modern information governance standards. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Significant knowledge and extensive experience of project management techniques, tools and approaches with practical experience |
| **2.** | Excellent record keeping, attention to detail and organisational abilities. |
| **3.** | Able to communicate clearly in writing and in conversation. |
| **4.** | Competent IT user, strong excel skills with some analytical skills. |
| **5.** | Flexibility and Pragmatic approach. |
| **6.** | Able to manage own time, work unsupervised and prioritise effectively. |

Job Family

Professional/Technical

Grade H



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| **Colleagues Expectations**   * Be professional at all times * Work together for the good of the team, council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Managers expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

Professional/Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing Council assets, the development of policies and procedures and the strategic direction of the functions they support.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level roles will have many day-to-day professional, technical and management issues to deal with but must also take a longer-term view of the service sector they support, assessing its changing needs and demands and making significant contributions to resource planning. This will see job holders dealing with serious issues without recourse to managers and making autonomous decisions based upon their specialist knowledge and dedicated experience.

**The knowledge and skills required**

The broad knowledge requirement needed to deal with the technical and business challenges of roles is usually underpinned by an appreciation of the theoretical basis of the particular discipline such that job holders can fall back on the first principles of their specialism to make decisions and offer advice.

This level of knowledge is often indicated by the need for a degree level education in the relevant field, but for some roles this is substituted by a significant level of on the job training and focussed experience such that the level of expertise confers a similar level of authority.

While the majority of roles will have demands for manual dexterity in relation to typing and similar functions, other jobs at this level will use a range of equipment requiring precision in their use and handling.

**Thinking, planning and communication**

Job holders will use their professional expertise to deal with complex, pressing issues on a day to day basis, but will also look well ahead and take a more strategic view of their project and service delivery objectives, shaping their teams’ composition, approach and operating procedures in accordance with wider service goals mandated by Service management.

At this level, the information exchanged with internal and external colleagues, and members of the public will call for developed communication skills on the part of the job holders. Matters will be technically complicated, requiring careful explanation, or sensitive, requiring significant listening skills to interpret information and provide appropriate advice.

**Decision making and innovation**

Job holders will have the freedom to interpret policy and broad operating guidelines in order to shape their teams’ detailed approach to meeting their corporate objectives and targets. They will deal with escalated, multi-faceted problems independently and will tend to only consult their manager on fundamental policy or resource issues.

**Areas of responsibility**

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

External facing roles will focus on the needs of people, whether external service users or partners and will be responsible for high impact decision making and the implementation of appropriate programmes on behalf of individuals or groups of people or enforcement of regulations which have direct and significant consequences upon those served. Such roles are likely to have at least one other elevated level of responsibility for such elements as finance, information assets, equipment or premises.

Internal roles are likely to have this pattern reversed, with the weightiest responsibility for highly valuable or significant financial and non-financial assets, but somewhat less accountability for the assessment of needs of individuals and groups.

Jobs will generally have formal line management responsibility and will not only allocate and check work, but also be directly involved in assessment, recruitment, and other human resource related procedures. Posts that do not have this level of managerial responsibility are likely to have compensatory levels of accountability in relation to the users of Council services, finance or other major asset(s).

**Impacts and demands**

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The combination of both tactical and strategic matters that job holders deal with means that roles are inherently complex, demanding of lengthy periods of concentrated mental attention while also managing high levels of work-related pressure.

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments.

Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.