City of Westminster

Programme Officer

What we value at Westminster	Westminster City Council believes in creating a fairer Westminster, putting residents first. We will put residents at the heart of our decisions, and campaign for a government that is on their side. We work together to adapt to the changing needs of our communities – resulting in a dynamic atmosphere where ambition, diversity and creativity are celebrated.

Our culture	At Westminster we have a culture of openness, transparency, and integrity – where everyone has the opportunity to thrive and develop to be the very best.
	
	The Westminster Way is the council's commitment to our staff and is underpinned by three pillars:
	
	• **Personal development**: Everyone has talent.
	  We want everyone to thrive at Westminster and so we take the time to nurture talent – coaching and mentoring our people to be the very best.
	• **Value our people and diversity**: Everyone is valued.
	  We embrace our differences, to bring new perspectives to the future challenges of our city.
	• **The Westminster Way of working**: Everyone is a leader.
	  At Westminster we encourage everyone to develop themselves to have a growth mindset and an outward looking approach to provide the best service to our residents, businesses, and visitors. We champion modern and agile working and an open and transparent outlook to the way we work.
	
	In order to do the very best for our communities, we believe that our workforce should be representative of the people we work on behalf of, our residents. That's why at Westminster we celebrate and embrace our differences.
	
	We are passionate about creating a workplace where all can thrive, and where every single person has the opportunity to develop, grow and to be valued for their contribution.

Portfolio/responsibilities of this role	Overview: The Programme Officer is responsible for supporting the strategic and effective management, development and delivery of the Council's Regeneration and Development Programme, which delivers new

affordable homes for residents across the borough. The post holder will be responsible for providing administrative and programme support as part of the Development Team's Programme Management Office (PMO).

You will:
- As the first point of contact for support, the post holder will work closely with project and programme teams to coordinate monthly and quarterly monitoring and programme boards, manage and maintain key programme documentation, as well as coordinate information sharing to ensure the smooth running of the service.
- To support the effective and efficient operation of the programme management office including the upkeep of key programme documentation, coordination of period monitoring and meeting secretariat services.
- Assisting in providing credible, accurate and timely reports on a frequency and a format to be agreed.
- Provide support and guidance on project, portfolio and programme management processes, tools, and techniques.
- Meet deadlines without the need for prompting.
- To manage and maintain the Regeneration and Development team's Forward Plan and liaise with Governance Services to ensure timely and efficient turnaround of reports, presentations and approvals as required.
- To support the Programme Manager on the provision of updates or other information as requested by senior leadership and members.
- Supporting the production of any required project and programme documentation including the Programme and Project Risk, Action, Issue, Decision (RAID) logs and associated reports etc.
- Supporting the organisation, documentation, development and recording of programme related meetings as identified by the Programme Manager.
- Ensuring all necessary reporting documents are maintained within the project and programme life cycle.
- Providing support services to interdepartmental programme meetings with teams such as Procurement, Legal and Planning.
- Providing support to the team in respect of FOI, Members Enquiries and Complaint requests to ensure an accurate and timely response.
- Management and maintenance of the Regeneration and Development team's document management system, ensuring agreed structures are in place across the programme and are in line with Council best practice and GDPR.

	- Contribute to the ongoing maintenance and upkeep of the Development Programme Handbook.
	- Maintaining effective working relationships with key stakeholders within the programme including Officers, Professional Advisers and Contractors.
	- Work collaboratively within project teams, engendering real team spirit and supporting others to achieve mutual objectives.
	- Provide objective and purposeful challenge at project level when reviewing key deliverables and key performance measures.
	- Work with others to introduce, in a planned manner, standardisation of reporting formats including controls.
	- Manage and successful deliver a number of projects simultaneously.
	- Assist with the provision of timely and accurate reports and returns to central government agencies and others as required.
	- Act as a super user for key Microsoft packages and project management systems as applicable.
	- The post holder will be expected to undertake such additional duties or responsibilities consistent with the role and grade as may be allocated.

Preparation, Brief, Design & Planning:
- To produce reports as required from project initiation, governance, implementation, monitoring, ensuring that programmes are tracked against delivery plans and reported through PMO governance framework and to internal and external stakeholders.
- To assist the Senior Manager as external sources of funding for projects are identified and secured.
- To assist with the establishment and effective management of the relationships governing these resources of funding e.g. GLA.

Procurement:
- Maintain focus at all times on issues which may affect value for money for WCC.
- To collate information to provide strategic direction for programme boards, managing risks, issues, and dependencies to required quality and within approved tolerances.

Technical Design & Construction:
- Attend strategic, project review and / or project site meetings as required.
- Continue to monitor Key deliverables from business case, deliver feedback through reporting cycle

Handover & Aftercare

	- To accept responsibility for the closure of projects ensuring that programmes are tracked against delivery plans and reported through the PMO governance framework and to internal and external stakeholders - Work with others as final accounts are finalised assess / appraise effect on business planning, commitments and obligations - Produce a close down audit at project completion to ensure all contractual documentation, O&M manuals, certifications, warranties and final accounts are uploaded and complete on the system as per the contractual requirements in conjunction with the wider team as part of a project review.
	Budget Responsibilities – **N/A** Staffing: Up to two support officers.
What do we expect this role to achieve?	High quality administrative and programme support for the Development Team, working within the Programme Management Office to ensure agreed procedures and processes are in place, and are aligned with the governance framework. The main outcomes the role should achieve are: - Up-to-date and readily available programme documentation and templates, with agreed version controls in place. - Contribution to the management of the monthly and quarterly reporting processes, with key deadlines and meetings scheduled annually and in advance. - Accurate and up-to-date governance forward plan, with associated procedures set out in order support an effective and efficient governance and approval process. - Information requests and Cllr enquiries dealt with in an accurate and timely manner in order to meet statutory deadlines. - Contribution to the production of accurate and timely programme monitoring reports, data sets and programme records. - Good working relationships with project and programme teams. - Regular and ongoing maintenance of a Development Programme Handbook. - An effective programme and project filing system maintained in line with Council best practice protocols and GDPR.
Band/Salary range	**Band 3**
Work style	**Agile**

Your manager & team	Reports to: Senior Programme Manager/Programme Manager
	Direct Reports: N/A
Skills and Experience	Working towards a recognised formal practitioner qualification in management of portfolios, programmes, project management (MoP, MSP, PRINCE2, certified change management or equivalent).
	- Previous experience of Local Government, ideally in a capital programme, development, or regeneration setting. - Previous programme and project support roles in broadly similar public sector environments (e.g. housing/development/regeneration). - Detailed knowledge of project or programme management methodologies. - Experience of working within a complex PMO environment. - Understanding of methods and techniques of planning and monitoring progress of projects. - Experience in delivering projects. - Proven ability to work autonomously with a proactive approach. - Excellent relationship management skills and confidence working with a presenting to stakeholders problem-solving and good analytical skills. - The ability to work to tight deadlines under pressure. - Good organisational skills. - Experience of supporting senior management and elected members. - Experience of working to tight deadlines and changing priorities. - Previous experience of project management and financial modelling software such as MS Project, MS Excel or similar. - The ability to communicate in a confident manner which meets the needs of a diverse audience and in a way that influences effectively and that enhances the credibility of the Council. - Strong administrative and secretariat skills and ability to use applications including MS Word, Excel, and PowerPoint. - Competent at analysing, managing, monitoring, and presenting complex data. - The ability to create and maintain an environment of trust, good morale, and teamwork. - The ability to work effectively under the pressure of competing priorities. - The ability to propose new and innovative ways of doing things recognising and promoting the positive benefit of change. - The ability to have awareness of the organisational context and commitment to the Council's organisational values and beliefs.

	• Politically sensitivity and the ability to recognise the range of sensitive issues that impact on the service areas.
Corporate standards	• **Resources / Financial Management** We expect you to manage delegated budgets, funding and resources in line with our processes and our Westminster Way • **Values and Behaviours** Our values and behaviours are at the heart of everything we do. We expect you to work in this Westminster Way empowering, engaging and encouraging your teammates to deliver our corporate vision. • **Compliance** We expect you to ensure legal, regulatory and policy compliance in area of your specialism, identifying opportunities and risks and escalate/report where appropriate. • **Equality and Diversity** We value equality and diversity as a City Council and we want you to support and promote this in your day-to-day work.

Additional values and behaviours for Managers	**People and Service Management**
	
	• Role model the Westminster Way:
	    o Demonstrate inclusive leadership
	    o Take the lead in driving initiatives
	    o Be proactive in being forward and outward looking, by regularly investing in own development.
	• Driving forward performance by empowering staff to take the lead. Setting high standards, encouraging improvement and innovation. Supporting the team to achieve by adopting a coaching style of management.
	• Having regular employee led conversations to develop our people – creating a safe environment for learning, taking time to understand their strengths and motivations, stretching them and coaching them to achieve.
	• Managing budgets responsibly – planning, monitoring, and adapting budgets to respond to changing priorities.
	• Delivering the Medium-Term Plan.
	• Working within the democratic framework - understanding the democratic process and its role in public organisations, anticipating Member needs and responding to their feedback.
	
	Leadership and Engagement
	• Inspiring the team to deliver the corporate vision, embrace change and develop opportunities.

	- Delivering the corporate vision – developing and communicating a direction for my service which keeps us focused on delivering the priorities of the corporate vision and makes it central to everything we do. - Leading change - being realistic, transparent, and clear on the challenges. Communicating the reasons for change and ensuring understanding. Inspiring people to get involved, to question, and to take change forward. - Making difficult decisions – tackling issues proactively and finding solutions, being accountable for the decisions that have been made. - Engaging staff, communities, and customers - winning strong support through effective and regular communication, collaboration, and feedback. - Being commercial – creating opportunities to generate growth, income and maximise commercial potential.