

Role Profile

Part A - Grade & Structure Information

Job Family Code	8BF	Role Title	Programme Support Officer
Grade	PS8	Reports to (role title)	Project Manager
		Directorate/School	CFL
JE Band	269-313	Service/Department	CSC Transformation
		Date Role Profile created	Feb-25

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The Programme Support Officer provides programme support to facilitate the efficient management of both Children's Social Care and Children, Families & Lifelong Learning (CFL) Savings programmes. The Programme Support Officer provides support as required to the Senior Programme Managers or Programme Managers and Senior Project Managers or Project Managers to facilitate the efficient management of information and delivery at the programme level, for example governance meetings, maintenance of plans, programme highlight reports and issues, risks and change control logs.</p> <p>Key outputs include:-</p> <ul style="list-style-type: none"> · Ensuring the effective organisation, preparation and maintenance of management information for the overall programme, e.g. programme plan, resource management plan, engagement plans, action logs. · Coordinating programme-level governance meetings, managing the logistics, minute taking and managing actions logs. · Managing the highlight reporting cycle for the Project, Programme Boards and Portfolio Office and coordinating the production of programme-level highlight reports, updates and management information as required. · Supporting members of the programme team with all aspects of organisation and preparation of meetings and workshops, including arranging rooms and equipment, managing attendance lists, minute taking and providing other assistance as required. · Liaising, communicating and building relationships across the organisation and with suppliers to respond to ad hoc queries and requests and also supporting and representing the team. · Continuously reviewing and recommending improvements to the programme support processes and tools and supporting their implementation to ensure best practices are shared across the team.
Work Context	The CFL directorate's key priorities are to improve children's social care; transform services for children and young people with additional needs and disabilities; enable all age learning; deliver new models for emotional wellbeing and mental health services; and health/social care integration. The role sits within the Children's Social Care Transformation or CFL Savings Team who will develop and maintain strong and effective relationships across departments, programme teams, customers and key external partners.
Line management responsibility	No line management responsibilities.
Budget responsibility	No formal budgetary responsibility.

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Prepare and analyse management information, including financial reports / project plans, recommending actions as appropriate. • Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. • Maintains knowledge of the organisation's current systems, policies and procedures. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Monitor service objectives and standards within own area of work to ensure effective service delivery. • Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Assist budget/resource management in accordance with the organisation's policies and procedures. • Maintains, develops and reviews financial support systems, processes and procedures. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. • Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery. <p>People Management</p> <p>Either:</p> <ul style="list-style-type: none"> • Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery. • Oversee the work of others as the most experienced team member. <p>And/Or:</p> <ul style="list-style-type: none"> • Operate as an individual maintaining and improving operational efficiency and quality of service of own area. • May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of staff. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
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Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Educated to 'A' level standard, or able to evidence ability at an equivalent level. • Professional business qualification to NVQ Level 4, or able to evidence knowledge and understanding of appropriate business disciplines; willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Excellent IT skills. • Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations. • High level administrative/organisational and analytical skills. • Ability to manage a range of projects through to completion. • Effective interpersonal, influencing and negotiation skills. • Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate). • Experience of leading a team (where appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>• Programme Support Officers must be able and willing to travel across the county to attend stakeholder meetings.</p>
Role Summary	<p>Roles at this level may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, communications, facilities, procurement. They are often process 'experts' seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.</p>
Reference Number	BM-2025-078