Job Description

Job Title:	**Programme Support Officer**
Reports to:	Senior Project Manager
Grade:	Grade 8
Date:	May 2020

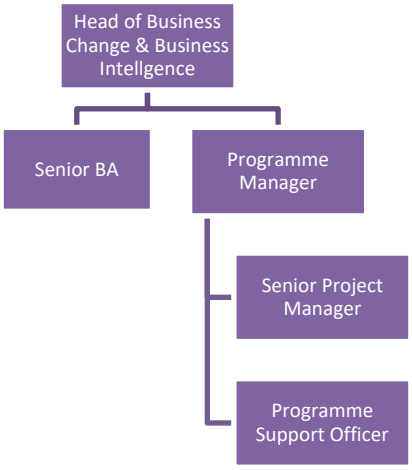
1. Job Purpose

1. The Programme Support Officer will provide the administrative support to the Programme and Project Managers. Reporting to the Senior Project Manager on a day to day basis.

2. They will adhere to and manage the administration linked to YPO's standard project methodology, this will include:
    a. maintaining central project records
    b. assisting with project and stage planning
    c. arrange and prepare for meetings
    d. take minutes within meetings
    e. support the production of project documentation
    f. liaise with project stakeholders
    g. creation and maintenance of project files including version control
    h. monitor and coordinate project related tasks
    i. monitor and maintain Activity and Risk logs.
    j. update and maintain the Sharepoint project site

3. To demonstrate the YPO values and ways of working which support the overall business goals. Show initiative rather than wait for tasks or instructions

2. Organisational Structure



3. Dimensions

- Offer effective programme management support across all aspects of the strategic projects within the programme
- Ensure all aspects of the programme adhere to the YPO's standard of project management. Including adhering to the programme govenernace and reporting structures.
- Ensure all aspects of the programme has the correct level of administrative support
- Support the Programme and Project Managers to effectively manage Activity and Risk logs
- Maintain and update any relevant programme and project documentation supporting the programme
- Own the configuration management of all programme documentation

4. Principle Accountabilities

- **To act as programme support to Programme Managers within the YPO Programme**
  - Provide administrative support to the team
  - Support the Programme working to YPO's standard of project management
  - Creation and maintenance of standard project documentation that can be tailored to suit individual projects
  - Work closely with project teams
  - Liaise with, and co-ordinate the activities of external partners supporting project activity
  - Represent projects at meetings as and when required
  - Monitor and coordinate project related tasks
  - At all points adhering to the clear governance and reporting structure as outlined by the integration team

- **To arrange and manage the project meeting calendar, in conjunction with the project plans**
  - Organisation of meetings associated with the integration, circulating agendas and relevant documentation before meetings
  - During the meeting recording minutes
  - Circulating the minutes to stakeholders after the meeting
  - Maintain activity logs to report on progress and milestones.

- **To act as Configuration librarian for projects within the Programme**
  - Creation and maintenance of filing structure and documentation for each project supported according to agreed YPO configuration management
  - Maintenance of the project documents including holding master copies, issuing copies, record keeping, version control and logging
  - Updating and maintaining the Sharepoint team site throughout the programme lifecycle.

- **To develop and maintain the central programme management logs e.g RAID**
  - Develop and maintain the logs with relevant project information
  - Update as per Programme and Project Managers instructions
  - Chase actionees on a weekly basis for updates.

- To work co-operatively with colleagues to ensure that the function operates consistently and effectively in the implementation and application of all departmental procedures and policies.
- To keep up to date with information, training and development opportunities appropriate to maintaining and developing professional service standards.

- Ensuring that services are delivered in line with relevant legislation, YPO objectives and policies including those relating to Equality and Diversity, Customer Care and Health and Safety.
- To undertake such other duties as may be required from time to time that reasonably fall within the scope and grade of the post.

5. Planning and Organising

- Supporting the Programme and Project Managers with the project and stage planning
- Programme and project meeting coordination in conjunction with the project plans
- Organisation of the programme and project meetings from arranging to circulating the minutes
- Configuration Management of all programme documentation
- Management and maintenance of the Activity and Risk logs

6. Decision Making

The focus of the role is to support the decision making process for the Programme Managers within the IT and Programme team.

7. Internal and External Relationships

Internal
Head of Business Change and IT, Programme Manager, Senior Project Manager, Business Analyst, Project Stakeholders – all levels, Risk Audit and Assurance Officer, Data and Comms officers Directors and SLT.

External
Consultants from external consultancy organisations, external system suppliers, peers in the public and private sector for sharing best practice plus Integration Sub Committee members.

8. Knowledge, Skills and Experience

Area	Essential	Desirable	Assessment
Knowledge			
Experience and knowledge of PRINCE2 principles and methodologies within public or private sector	x		AF, I
PRINCE2 foundation qualification		x	AF
Skills			
Must be able to communicate effectively at all levels – internal and external stakeholders	x		AF, I
Excellent Microsoft excel and word skills	x		AF, I
Must be highly organised individual with the ability to cope under pressure	x		AF, I

Excellent communicator, excellent written skills with a good command of the English language	x		AF, I
Attention to detail for example proof reading or data quality assurance	x		AF, I
Ability to challenge appropriately and professionally	x		I
Ability to implement their own appropriate ideas to enhance delivery	x		I
Methodical approach with the ability to multi-task and handle several projects simultaneously	x		AF, I
Can complete tasks associated with the project to assist the programme in meeting goals	x		AF, I
Proven analytical skills	x		AF, I
Ability to deliver against set SLA, KPIs or timelines to the correct quality	x		AF, I
Able to work in a team by giving out tasks, checking the quality and providing feedback to the stakeholders	x		AF, I
Experience			
Experience of the creation of project documentation	x		AF, I
Experience of maintaining libraries of documentation including version control and document status	x		AF, I
Use of Microsoft projects or similar package		x	AF
Worked within a PMO previously		x	AF

9. Special Features	
It is essential the candidate has previous experience of working in a project environment. This role will be key in supporting the management of projects with the Portfolio, Programmes and Projects; therefore the candidate must have sound knowledge of working within and supporting projects. They will be expected to show emotional intelligence to connect and work well with the Project Managers and wider stakeholders within the Programme and ensure they provide a high standard of work. The roleholder will be required to travel dependent on the Programme.	
Jobholder Signature:	
Manager Signature:	
Date:	