



Role Profile

Support Officer (Programme Office)

Reference No.	FFF1070	Type	Generic
Service	Property Services		
Job Family	Admin & Clerical	Grade	FC6

Purpose

Responsible for the day-to-day provision of a comprehensive Programme Office support, ensuring the effective management of resources employed and the effective allocation, prioritisation, monitoring and reviewing of tasks and workloads.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Assisting Team Manager (Programme Office) with the allocation, monitoring and reporting of projects to ensure these are delivered within timescales and budget.

Oversee and manage the co-ordination of the collation, compiling and input of information for all live projects engaging with professional and technical staff within Property and linking with Client teams. Producing reports for management and other stakeholders along with periodic project billing runs.

Oversee and manage the preparation and production of comprehensive project management documentation for individual, large and complex projects, including templates for use and updating by professional/technical staff. Ensuring timeous updating and maintaining of all records in accordance with Service quality standards and procedures.

Assisting in maintaining/reviewing and developing Service processes.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

E	D
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Educated to SCQF level 6, which includes Highers or SVQ level 3 or equivalent in Business Studies or equivalent or a minimum 3 years relevant experience in a similar role.	✓	
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Formal MS Project training		✓
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Formal Programme Management training		✓
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Understanding of process maps		✓
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E = Essential Criteria D = Desirable Criteria

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Oversee and manage the provision of administration support for both year-on-year programmes and three to five year programmes of work.	Team working skills (Work together)	✓	
Dealing with any adhoc enquiries to the team and where necessary direct these to the appropriate Contract Administrator/Service Manager.	Ability to prioritise and to work to deadlines including key business milestone delivery dates.	✓	
Oversee and manage the preparation and production of reports from spreadsheets and databases, both menu based and for reports requiring the use of specific tools.	Experience of supporting project delivery	✓	
COMIS, TF Cloud System Administrator and SharePoint agent. Writing, reviewing and regularly updating procedures. Providing training and ongoing support for users of the above systems.	Experience of meeting diverse objectives within defined timescales (Deliver results)	✓	
	IT skills (Embrace technology and information) A good working knowledge and understanding of Microsoft applications, e.g. Word, Excel, SharePoint.	✓	
Oversee and manage the compilation of information in relation to cost recovery. Manage suspense accounts monthly, clear as required, ensure financial guidelines including accruals are carried out at financial year-end. <ul style="list-style-type: none"> - Raise Debtors Invoices - Raise journals/recharges as required - Raise fee recharges for small value repairs/client funded minor works - Identify and resolve COMIS Invoice feeder failures 	Experience and knowledge of using TF Cloud, COMIS and Oracle.		✓ ✓ ✓
Ensure that Service filing systems are in accordance with Corporate Records Management procedure.	Effective written and verbal communication skills Ability to work to deadlines. Having a focus on customer care	✓ ✓ ✓	
Oversee and manage the procurement of the provision of Consultants through framework or non-framework arrangements, advising and guiding technical staff in the procurement process.	Good working knowledge of Council Finance processes which relate to areas of responsibility and financial year-end		✓
Oversee and manage the maintenance of Consultant payments/recording of consultant payments.	Knowledge of Corporate Records Management procedures.		✓
Develop and manage the production of performance and management information in relation to programme/project planning.	Knowledge and understanding of performance management.	✓	

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Contribute and support the development, implementation and ongoing support of the TF Cloud Asset Management System	A general understanding of the construction procurement process.		✓
Acting on Health and Safety regulations appropriately. Complying with relevant legislation and regulations and the Council's and Facilities policies on Health and Safety and codes of practice.	Knowledge of CDM Regulations and Health and Safety Legislation		✓
Complying with the Councils Scheme of Administration and Standing Orders.	Ability to provide a regular and effective service (Take ownership)		✓
Providing information for, and attending, workload meetings with Service Manager, Lead Officers and other stakeholders.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Job Title (Specialists Tasks)			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.