

Job Title	Programme Delivery Support Officer
Team	Public Transport Project Delivery
Reporting To	Head of Project Delivery

About your role

The role will be responsible for programme support function within the Project delivery team, ensuring the proactive provision of a complete and comprehensive technical, administrative and programme support service

Why is your role important or how does it add value?

- Providing a proactive support function to the Public Transport project team
- Collaborating with other support functions to ensure development teams receive a joined-up, responsive service.

What are the tasks or work areas you are responsible for?

- Day-to-day responsibility for the activities of the Public Transport Project Delivery support team, monitoring workloads and allocating resource as necessary to ensure the to ensure the delivery of an efficient support service.
- Provide technical and administrative support for the Public Transport Project Team to ensure their efficient operation and assist project delivery
- Work collaboratively with SYMCA teams in order to effective plan, monitor including highlighting any issues relating to the Public Transport Capital Programme budget.
- Responsible for the timely and accurate reporting of progress associated with the delivery the Public Transport Capital Programme based on information supplied by responsible officers
- Responsible for the preparation and maintenance of work programmes, risk and issue logs, and other key project management documents for public transport projects, ensuring they are kept up to date.
- Provide support to ensure robust financial management of the Public Transport Capital Programme, liaising with project teams and other internal teams (e.g., Finance) to ensure that all projects have the correct approvals, funding sources and properly coded expenditure, and that project costs are accurately recorded.
- Lead on the completion of multiple funding stream grant claims for the Public Transport Capital Programme.
- Proactively provide support on procurement processes to allow projects to be progressed efficiently through the work undertaken by external suppliers.

- Responsible for ensuring that all processes, systems, databases and records necessary to deliver the Public Transport Capital Programme are kept up to date and continually meet the changing needs imposed on them
- Ensure systems are updated on a regular basis to ensure high quality accurate information that enables the organisation to monitor performance and plan activity.
- Undertake any other duties commensurate with the role as requested by management.

About You

What kind of behaviours are important?	
Ambition	Does not give in easily, prepared to stick at things to get something finished - persistent
	A consistent and persistent focus on what matters most for delivery
Innovative	Urgency in identifying problems and finding imaginative ways to solve them – avoiding added bureaucracy or unnecessary work
	Willing to be challenged by colleagues – and to bring constructive challenge and support
Integrity	Organised and structured in how they work, demonstrating good personal time management
	Able to balance conflicting demands on their time, prioritises their workload well
Collaborative	Open minded to the ideas, contribution or comments from colleagues, does not dismiss what others have to say
	Willingly adapts their style to suit different situations
Flexible	Moves quickly to get things done, invests additional effort if needed to meet a deadline or a goal
	Open minded and receptive to new ideas and suggestions, acknowledges the benefit of change even if they have personal concerns
Impact	Understands the purpose of the organisation, knows the vision and the strategic intention of the organisation
	Sees opportunities to make processes or how they work better, speaks up and shares their ideas

What qualifications or wider knowledge do you need?	Rank	measure
Educated to A Level standard or equivalent (must include English language and Maths to GCSE level) or equivalent	E	A
Project or Programme Management Qualification	E	A
Excellent knowledge of IT systems, including Microsoft Office.	E	I
Evidence of continuous training and personal development	D	A/I

What previous experience is needed?	Rank	measure
Previous experience of working in a multimillion-pound project management environment	E	A/I

Previous experience of utilising, developing and maintaining project management databases.	E	I
Experience of providing specialist programme / project management advice and guidance to managers at all levels of seniority, external agencies and other forums on a regular basis	D	A/I

What skills should you have?	Rank	measure
Strong communication skills, both written and verbal to clearly articulate messages to a variety of audiences	E	A/I
Ability to establish and maintain strong relationships	E	I
Strong time management and prioritisation skills	E	I
High level of tact, diplomacy, and ability to deal with sensitive and confidential information	E	I
Ability to produce quality documentation including reports, ensuring they are suitable for audiences.	E	I
Able to work as part of a team as well as use own initiative	E	A/I

Key

E = Essential / D = Desirable

A = Application / I = Interview