



**Job Title:** Project Officer

**Grade:** Y6

**Reports To:** Governance and Implementation Manager

**Key job element**

- Work with services across the organisation to undertake service reviews, facilitating workshops and analysing a variety of complex information to identify areas where services might be improved, seeking innovative solutions and making recommendations for improvement and efficiencies.
- Work closely with the business, to develop and implement policies and strategies, including making a key contribution to the Business Strategy and other significant corporate initiatives.
- Develop, implement and monitor a robust project management framework to ensure that the needs of the business are met.
- Work with services to assess business processes for compliance against regulations and legislation, working with managers to develop and implement appropriate recommendations and resolutions.
- Effectively manage a portfolio of projects from initiation to closure ensuring controls to manage risk, budget, quality and compliance are in place.
- Develop and maintain a concise and up to date overview of projects, to include key milestones and project status to enable effective delivery and monitoring.
- Deliver high quality written communications including business cases, status reports, options appraisals.
- Maintain a thorough knowledge of current legislation, regulatory guidance and good practice relevant to YHN services both existing and future.
- Develop and manage a framework to monitor ongoing compliance of recommendations, standards and regulations.
- Provide coaching, training and advice to colleagues across the organisation
- Build relationships, working across a variety of functions and get involved in all areas of the business bringing enthusiasm and a can-do attitude so that all strategies and plans are brought to life. This will involve leading workshops, briefing sessions and providing individual support.
- Develop and maintain external and internal relationships with relevant bodies and national partners, networking effectively nationally and regionally in support of YHN's business development.

**Person specification**

This area focuses on skills/ knowledge required in the role.

**Essential Criteria**

- Educated to degree level or equivalent experience
- Ability to understand national policy, legislation and the local implications.
- Proficient in analysis and research skills, with the ability to assimilate a wide range of information from both within the organisation and externally.

- Experience of analysing a range of information to establish the root cause of problems, make recommendations for improvements and implement agreed solutions.
- Demonstrate inter-personal skills to work collaboratively with internal and external stakeholders
- Confident in providing advice to senior managers and influencing others to deliver change.
- Excellent organisational skills, attention to detail and the ability to work on your own initiative.
- Excellent written and verbal communication skills.
- Proficient in a range of IT applications.

**Desirable Criteria**

- Demonstrable commitment to customer service (internal and external) in all activities.
- Appreciation of social housing, public sector environment
- Demonstrate knowledge and application of project management and business improvement principles and methodologies

**All employees are expected to be flexible within the scope of the role**

*Your Homes Newcastle’s Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do. Our values are Be **Ready**, Be **Amazing**, Be **Revolutionary**, Be **Energetic**.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as “unusually good or remarkable” and an organisation with people that “stand out from the rest”.*

*We expect our people to demonstrate the following behaviours:*

**Be ready - together we’re prepared for anything:**

This value is about being “prepared, willing, eager and prompt”.

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

**Be amazing – we’ll exceed expectations**

This value is about being “passionate, impressive, excellent and progressive”.

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers

- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

**Be revolutionary – have courage and be bold**

This value is about “leading the way, involvement in change, engagement, being radically new or different and being creative”.

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what’s best
- Prepared to challenge constructively
- Open-minded, tries to say ‘yes’ more than ‘no’
- Supports and promotes change

**Be energetic – making every day count**

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude