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| **Job Description** | |
| **Post title** | Project Development Officer |
| **JE Reference No** | N6720 |
| **Grade** | 9 |
| **Service** | Resources |
| **Service Area** | Digital & Customer Services – Technical Services – Digital Durham |
| **Reporting to** | The post holder will be accountable to the Digital Durham Manager. |
| **Location** | Your normal place of work will be the Meadowfield, Durham but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post holder is part of the resource for the Digital Durham Team and will provide the necessary skills, knowledge and expertise to develop, manage, support and deliver a range of projects to help achieve the council’s digital and connectivity aspirations.

The role will include providing support for ongoing and new projects such as creating, revising and maintaining project documentation; organising and facilitating meetings and carrying out effective stakeholder and supplier engagement.

To provide project support to the Digital Durham Programme.

To work as part of a team to ensure projects are delivered effectively.

To pro-actively seek new funding or research ideas for digital and connectivity related projects and for opportunities for partnership working on both a regional and national basis where appropriate.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* You will be expected to contribute towards the overall management of DCS and take responsibility for meeting any targets set.
* You will work as part of a team and take direction from your manager to ensure the provision of an effective and efficient service to customers. You should expect your duties to vary as workloads within the Service area change.
* Actively identify solutions that will enable Service delivery improvement.
* Understand the needs of customers and support the development of solution specifications
* Represent the service on project working groups
* Deputise for line managers where required
* Understand and promote legislative and regulatory controls and best practises
* Ensure that service performance levels are maintained
* Development of policies and procedures to support operational requirements
* Maintain and develop existing customers through high levels of service in order to expand and strengthen the relationship
* Work with customer management teams to understand particular business strategies
* To be involved in project management of new and existing requirements
* Manage the delivery of projects
* Understand business processes and recommend areas of improvement
* Assist other areas of the Service in the delivery of solutions
* Contribute to the completion of projects where required
* Develop and provide Management Information
* Manage and maintain customer relationships with appropriate third party providers
* The generic responsibilities which will be undertaken in support of the above work include the following (if applicable):
  + Provision of support to customers and other DCS staff
  + Maintain accurate manual and electronic records relating to all work carried out and produce relevant documentation where appropriate
  + Assist with project specification/design, project management and implementation
  + Assist with monitoring and review of project performance and the production of relevant reports and statistics
  + Assist with the preparation of the team’s operational plans
  + General office duties

The above is not exhaustive and the post holder will be expected to undertake any duties

which may reasonably fall within the level of responsibility and the competence of the

post as directed by the Digital Durham Manager.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Degree or equivalent qualification | * Further relevant vocational qualifications * Supervisory qualification |
| Experience | * Project management * Communicating effectively with a range of audiences * Understand organisational structures, relationships and influences * Change management * Digital and/or connectivity related project experience | * Contract management * Analytical skills * Negotiation skills * Dealing with challenging situations or people |
| Skills & Knowledge | * Ability to plan and organise work * Good organisation and administrative skills * Ability to communicate effectively, both orally and in writing * Ability to work with limited supervision * Ability to work as part of a team | * Knowledge of DCC policies and procedures * Analytical skills and experience of integration * Ability to work with a range of stakeholders (eg MPs, Councillors, Government departments, Local Authorities, general public, businesses) |
| Personal Qualities | * Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance) * May be required to work outside of normal office hours * Friendly, professional and resilient |  |