

Manchester City Council

Role Profile

Project Officer Level 1, Grade 6

Keep Manchester Tidy / Waste, Recycling & Street Cleansing Team,
Neighbourhoods Directorate

Reports to: Project Manager - Keep Manchester Tidy

Job Family: Project and Programme Management

Key Role Descriptors:

This role will contribute to the successful delivery of work packages, ensuring delivery to timeframes and high professional standards.

The role holder will assist relevant managers and teams in ensuring the effective management of change.

The role holder will provide project support, liaising with stakeholders to ensure effective communication and project delivery.

Key Role Accountabilities:

Assist in the day-to-day management of projects and initiatives throughout the lifecycle, responding to all relevant correspondence, enquiries and complaints as required in a timely and effective manner.

Effectively monitor and administer assigned resources, which may include risk / issue logs, budgets or other functions, analysing and extracting management information from appropriate systems to inform decision making.

Produce and distribute documentation in accordance with communication plans, maintaining files to agreed standards.

Ensure that the aims of projects and initiatives are widely understood and supported and, in turn, meet the needs and aspirations of both internal and external stakeholders.

Liaise with stakeholders expediting and reporting progress as appropriate.
Resolve day-to-day project issues, escalating as necessary to the appropriate level.

Personal commitment to continuous self development and service improvement.



Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.



Role Portfolio:

This role will report into the Keep Manchester Tidy Project Manager, within the Improvement arm of the Waste, Recycling and Street Cleansing Team. The role will focus on supporting the delivery of our Fly-tipping and Litter Strategy through Keep Manchester Tidy.

Waste, Recycling and Street Cleansing functions are centred around contract management and service improvement.

The Contract Management Team manages the performance and compliance of our contractors and our Waste Collection and Street Cleansing Strategic Board. It works with and influences the Greater Manchester Combined Authority on matters related to waste, seeking to shape central Government policies. The team is responsible for improving the performance of the City's cleanliness, recycling levels and general environmental attractiveness.

The Improvement Team is responsible for overseeing and delivering a continuous programme of behaviour change initiatives and campaigns for residents and visitors to the City, generating reductions in residual waste tonnages and improving cleanliness. They also lead Keep Manchester Tidy (KMT) - a partnership between Manchester City Council and Keep Britain Tidy.



Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- ▮ We are proud and passionate about Manchester
- ▮ We take time to listen and understand
- ▮ We 'own it' and we're not afraid to try new things
- ▮ We work together and trust each other
- ▮ We show that we value our differences and treat people fairly

Generic Skills

- ▮ Project Management: Basic understanding of risk management and the capability to hold and update the project risk log (under the direction of the Project Manager).
- ▮ Planning and Organising: Demonstrate the ability to organise multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority.
- ▮ Financial Management: Numeracy and accuracy skills to handle numbers confidently, collate information and keep accurate and reliable records to help with the monitoring and reviewing of financial resources.
- ▮ Communication Skills: Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
- ▮ Analytical Skills: Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information.
- ▮ ICT Skills: Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.