**Manchester City Council**

**Role Profile**

**Project Officer Level 1, Grade 6**

**ICT Service, Corporate Core Directorate**

**Reports to: Project Manager**

**Job Family: Project & 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 and/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 role holder 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:**

**ICT Service:**

The overall aim of the ICT Service is to manage the network, computers and systems that support internal and external Council services. ICT also provide strategic direction for technology development and ICT Project Management.

The ICT Service supports over 7000 users of end user devices across the Manchester City Council network and remotely.

**Project Officer Level 1** **– Key Competencies and Technical Requirements**

**Our Manchester Behaviours:**

* We work together and trust each other
* We’re proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and aren't afraid to try new things
* 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
* **Planning and Organising:** Ability to organise multiple tasks in the most effective way and allocate time and energy according to task complexity and priority. Provides work on time and to required standard and is capable of prioritising own workload in order to meet deadlines.
* **Financial Management:**  Numeracy and accuracy skills to collate information and keep accurate and reliable records to help with the monitoring and reviewing of financial resources and monitoring procedures.
* **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 gather and analyse information, opportunities and problems. Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information.
* **ICT Skills:** Ability to use multiple applications, systems and associated software packages.

**Technical requirements (Role Specific)**

* Competent user of Microsoft products (i.e. MS Project, Excel, Word and PowerPoint).
* Ability to manage cross-functional stakeholders.
* To work flexibly as required to meet customer demand and service requirements.