**Job Profile Information: Programme and Change Support Senior Officer**

**This supplementary information for *Programme and Change Support Senior Officer* is for guidance and must be used in conjunction with the Job Capsule for Level 4, Zone 2, Camden Way Category 4.**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

This role exists to support the organisation to improve how it manages projects and programmes. You will think strategically and creatively to bring about effective and sustained improvement and bring the organisation along with you.

You will support project and programme managers by developing a range of tools and guidance to help them in their roles, and take on board their feedback to improve how the organisation approaches and manages change.

The post holder will regularly complete health checks on the progress of a variety of projects, proactively identifying areas of improvement and risk, whilst promoting a learning culture by training colleagues across the organisation on best practice in project and programme management.

**Example outcomes or objectives that this role will deliver:**

* Provide programme and project management guidance, trouble-shooting and support to PPM professionals in the organisation, and sponsors.
* Develop tools, templates and guidance for project and programme managers to use, and lead the plan to ensure successful and continued roll out.
* With others in the team, complete regular health checks on the progress of projects and programmes.
* Lead on the collection and dissemination of good practice in order to shape standards of working.
* Support the development of the project and programme management ‘Community of Practice’, facilitating learning sessions where appropriate.
* Lead the learning, training and development plan for project and programme managers across the organisation.
* Support the Head of Programme and Change Support on ad hoc plans and activities as required.

**People Management Responsibilities:**

This role does not currently involve line management, but may will include some matrix management and mentoring and oversight of more junior colleagues.

**Relationships;**

This role will hold relationships with staff across the whole organisation, particularly project and programme managers and those working on projects/programmes.

**Work Environment:**

Mainly office based, the post-holder will be required to work in an agile way in line with Camden’s flexible work environment.

**Technical Knowledge and Experience:**

* Experience of working on projects/programmes is essential, as is experience of training and guiding other staff, even if informally.
* Formal accreditation (e.g. APM, Prince 2, MSP) would be helpful but not essential.
* Knowledge and understanding of project planning, management and frameworks in a large organisation – preferably local government/public sector more generally.
* Excellent communication, influencing and presentation skills and a pro-active approach to work, including identifying and resolving problems/issues.
* Ability to interpret data/information, apply logic and judgement and develop a range of tools to support project and programme managers.
* Understanding and knowledge of providing service delivery improvements.

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>