**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**

**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:**

To support the organisation improve how it manages change, with a focus on projects and programmes. You will bring your experience of working on projects and change to think strategically and creatively to bring about effective and sustained improvement, bringing the organisation along with you.

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

* Provide programme, project management and change guidance, trouble-shooting and support to PPM professionals in the organisation, and sponsors.
* Complete regular health checks on projects and programmes, and report on progress.
* 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.
* Develop tools, templates, guidance and best practice resources for project and programme managers to use, and lead the plan to ensure successful and continued roll out in the community.
* 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 staff managing and supporting projects and programmes, plus heads of service and directors with accountability for programme delivery.

**Work Environment:**

Office based

**Technical Knowledge and Experience:**

* Experience of managing projects/programmes and/or experience of working in a project/programme/portfolio office
* A strong understanding of the project lifecycle and good practice in governance arrangements
* Experience of managing dependencies and the ability to support others to do so
* Strong data, research and monitoring skills
* An eye for detail, but the ability to present complex information in an engaging way
* Experience of training and guiding other staff, even if informally.
* Experience of reporting on project progress to senior stakeholders, including producing high quality presentations and reports.
* A flexible approach, with an ability to work with and influence a range of stakeholders
* Ability to work collaboratively in a team environment
* Strong communication, engagement and report writing skills
* Positive and proactive attitude to work
* Experience of working within local government would be beneficial, interest in the sector is essential.
* Formal accreditation (e.g. APM, Prince 2, MSP) would be helpful but is not essential.

**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>