

Job Profile Information: Policy and Project Support Officer

This supplementary information for Policy and Project Support Officer is for guidance and must be used in conjunction with the Job Capsule for Job Level 3 Zone 1

Camden Way Category 3

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 delivery of a range of programme, project, strategy, policy, improvement and change work to bring about effective and positive change across the organisation
- To work in a variety of disciplines and environments to deliver corporate and directorate priorities
- Develop expertise in a specialist area over time, for example Resident Engagement, Programme Management

Example outcomes or objectives that this role will deliver:

The post holder will work flexibly to deliver the purpose above. Key outcomes will include:

- Providing flexible project and strategy support to the service, in order to deliver corporate priorities
- Leading on lower risk project and strategic work, with support as appropriate from Senior and Principal Policy and Policy Officers
- Support on complex change initiatives, taking ownership of specific workstreams or areas of responsibility over time.
- Working effectively with colleagues at all levels across the organisation, including elected Members, residents and partners as appropriate
- Contribution to evidence-based policy making through research and use of data
- Support effective performance management and reporting
- Support programme or project management of organisational change, including service review and redesign as required
- Assist the service with administrative tasks where required and appropriate

People Management Responsibilities:

The post holder will not have any people management or line management responsibilities.

Relationships;

- The post holder will be largely self-managing with personal management and development carried out within the service.
- The post holder is expected to develop and maintain relationships across the organisation, with Members, Senior Officers, partner organisations and customers as dictated by the projects, roles and tasks that they will be carrying out. The post holder will also actively seek to make effective relationships with colleagues across the Strategy and Governance family and across all directorates.
- The post holder will need to advise, influence and support senior officers and Members on specific projects or initiatives.

Work Environment:

The post holder may be required to work in a variety of teams and workplaces.

Technical Knowledge and Experience:

The post holder is expected to have some level of experience of working in one or more of these areas, and the ability to gain an understanding and knowledge of a number of others including:

- Strong communication skills
- Ability to understand and interpret a range of information and data
- Ability to use evidence to solve challenging problems and recommend solutions
- Ability to take an innovative approach to their work
- Awareness or experience of using resident participation engagement techniques
- Ability to support service review and redesign
- Awareness of or experience of programme and project management tools
- Demonstrable experience of having supported programme and/or project delivery, monitoring and reporting and risk management
- Proven ability to deal with a range of complex and contentious matters whilst maintaining effective working relationships
- An understanding of local government

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