**Job Profile**

**Project and Programme Support Lead**

**Level 5, Zone 1**

**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:**

*Camden’s ‘Programme and Change Support’ team are here to support and facilitate good programme and project management across Camden Council. To do this, we need to be good listeners, empathetic communicators, trouble-shooters and capable organisers – with a dash of creativity and an ability to see the big picture as well as the small details.*

**This role helps to oversee and support project and programme delivery, by working closely with colleagues across Camden. In combining independent evaluation of progress with a supportive, collaborative approach to making improvements, you will help Camden to ‘do things well’.**

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

*(Approx. six to eight key statements)*

* Working on a diverse range of projects, able to quickly get to grips with the fundamentals of different roles, pressures and opportunities for improvement
* Building good relationships with colleagues and teams across the organisation to diagnose and assist in what they’re doing
* Able to communicate and advise at a variety of levels, influencing operational staff as well as giving guidance and accurate information at senior levels
* Interested by the challenge of how to capture and re-present information on project progress in a way that colleagues find supportive and helpful
* Keen to work collaboratively across directorates and within the Corporate Services teams – including Strategy, L&D, Risk, Finance and Audit – to share lessons and insights and collaborate on the best solutions
* Interested in the practical details of how to improve and influence the delivery of projects, from key project management practice to behavioural change principles and nudge tactics

**People Management Responsibilities:**

*(Number of reports, nature of management responsibility)*

No direct line reports

**Relationships;**

*(Nature of relationships and partnerships e.g. internal, external, and level)*

Responsible for building and maintaining a range relationships across the organisation, at different levels. By developing trust with internal colleagues from all kinds of teams and backgrounds you will earn a position that enables you understand, assess and contribute to the development and implementation of projects and programmes.

**Work Environment:**

*(Describe the work environment e.g. office based, outdoors etc.)*

Work from 5PS, able to collaborate with colleagues across the organisation as / when necessary

**Technical Knowledge and Experience:**

**(***E.g. qualifications that are essential for the role and / or examples of the experience role holders would be expected to have in order to succeed in the role)*

We will be interested to hear from candidates with APM, Prince2 or other project management qualifications – but these are not essential

An understanding of and interest in the principles of change management will be important, and an understanding of the necessity to flex approaches depending on context

You will be happy managing data, and comfortable using and developing a mechanism to monitor and report on progress with complex programmes of work

You will have a strong working knowledge of Microsoft Excel

Ideally you will have a good understanding of the role, structures and operations of local government, with a willingness to learn more

You will demonstrate experience of working collaboratively with departments and organisations to deliver outcomes and successfully engage a range of stakeholders.

**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 select the attached [HERE](http://camdocs.camden.gov.uk/HPRMWebDrawer/Record/7874852/file/document?inline)

**Chart Structure**