

Job Description

A Post Details	
Job Title: Programme Support Officer	Grade: A006
Department Strategy and Change	Division: Select Division
Reports to: Programme Manager	Contract Type: Temporary
Level of Vetting: Security Check	Numbers in Post: 2
B Purpose of the Post	
To provide an effective co-ordination, monitoring and support service to the Programme Manager in the management, development and delivery of BTP force level projects, and act as a first line provider of information and progress updates to the Programme and Project Managers and the PMO.	
C Dimensions of the Post	
Financial – Direct or Non-Direct Staff Responsibilities – Direct or Non-Direct Staff Responsibilities – None Direct	
Statistical Data Reporting and analysis of data within projects may be required	
D Principal Accountabilities	
<p>As part of the Programme Team, the post holder will be accountable for effectively supporting the central planning, reporting, auditing and project delivery work undertaken by the programme.</p> <ul style="list-style-type: none"> • Develop, maintain and hold responsibility for the central programme documentation such as risk and issue registers, plans, records of dependencies, board reporting and PMO highlight report and act as the point of contact in relation to this. • Gather data from project managers and workstream leads to update the programme spreadsheets and reporting and ensure the sound exercise of configuration management (i.e. ensuring all reports match each other and the required structure of the portfolio). • Co-ordinate and minute the Programme Board, Staff Association Briefings and project and programme level meetings. • Develop and maintain the content for the programme intranet pages. • Prepare and release project and programme progress and disseminate project information through intranet pages, workshops, forums and working with Internal Communications colleagues. • Co-ordinate workshops, briefings and training events designed to assist Programme and Project managers in briefing or consulting parts of the organisation improving their effectiveness and delivering successfully. • Act as a first point of contact for queries into the programme providing an avenue for enquiries from the SRO, the PMO, other programmes and departments as well as a channel for the Programme and Project Managers. • Manage incoming calls and e-mails for the programme, researching answers and providing a response to requests wherever possible. • Undertake research and environmental scanning for existing and prospective projects and workstreams, as appropriate. • Work on small scale projects; undertaking scoping, planning, research and drawing up 	

recommendations and conclusions as directed.

- Provide assistance and support to Project Managers in the development and use of project documentation, including risk and issue management, financial management, project planning and business case preparation.
- Provide support in the design and construction of project plans.
- Provide assistance and support to the Project Managers in relation to the management of Programme Board and its governance arrangements.
- Maintain administrative functions for the programme including purchase orders, GRNs, budget, tracking finance/invoices, holidays and sickness leave.

E Decision Making

Make decisions

- The Programme Support Officer is expected to make decisions relating to projects with delegated authority of the Programme Manager across financial or other governance issues.
- They are expected to keep the Programme Manager updated and to seek approval for exception decisions due to the overall accountability on all other issues and day to day management.

Significant say in decisions

- The post holder will be relied on by the Programme Manager to make day to day decisions regarding project governance and financial spend profiles and to highlight any issues by exception, together with recommendations and supporting rationale.
- During periods of absence of the Programme Manager the Programme Support Officer is relied upon to manage, taking any strategic level decisions to the Programme SRO whilst the Programme Manager is unavailable.

F Contact with Others

Internal

- Extensive liaison with employees at all levels across the Force including Chief Officers and heads of departments

External

- British Transport Police Authority (BTPA)
- Home Office and Home Office Police Forces
- Train Operating Companies (TOCs)
- Passenger Focus and other consumer organisations
- Association of Train Operating Companies (ATOC)
- Private and third sector organisations
- Universities and external researchers

G Essential Criteria

Qualifications and Training:

Degree in a relevant discipline or relevant work experience

PRINCE2 Practitioner or equivalent demonstrable knowledge and experience of project management methodology

Experience:
<ul style="list-style-type: none"> • Experience of working in a project environment providing support to successful projects. • Extensive experience of working in a co-ordination role in a fast paced office environment • Proven ability to build good working relationships, often at a distance. • Ability to manage multiple workstreams at the same time, prioritising the key issues. • Experience of developing spreadsheets using Excel. • Experience in monitoring and updating a number of spreadsheets to quality assure priorities and targets • Experience and confidence in presenting to a wide variety of audiences and be an ambassador for BTP. • Prior experience of organising and managing meetings, conferences, seminars, briefings and preparing appropriate documentation including briefs, taking and writing accurate minutes.
Skills:
<ul style="list-style-type: none"> • Excellent verbal communication skills. For example, the ability to positively influence stakeholders and senior employees in an appropriate way to achieve positive outcomes. • Excellent report writing skills, so as to present issues in a clear and logical manner. • Excellent I.T. and administrative skills (including the ability to take minutes). • Excellent research and analytical skills with the ability to interpret, prioritise, and process data. • Ability to work as part of a team and on own initiative. • Able to liaise with internal and external contacts to establish and develop a two way exchange of information and data. • Strong IT skills including Microsoft Word, Excel and PowerPoint. • Self motivated with the ability to work under pressure while producing high quality work. • Excellent planning skills
Knowledge:
<ul style="list-style-type: none"> • Knowledge of organisational and business change theory and techniques • Understanding and awareness of political environments and confident in dealing with people of all levels both internally and externally.
Desirable criteria:
H Additional Information
<p>Scrutiny of projects and programmes from both internal and external stakeholders will be significant. The Programme Manager relies heavily on the Programme Support Officer to be up to date with, report on and liaise with force level projects on a day to day basis due to their previous knowledge and experience.</p>
<p>For Panel to complete only:</p> <p>Line Manager Approval: Catherine Lewis-McNulty</p> <p>Panel Approval: REWARD TEAM</p> <p>Date:17/11/2020</p>