**Manchester City Council**

**Role Profile**

**Project Officer Level 1, Grade 6**

**Capital Programmes, Corporate Services Directorate**

**Reports to: Design & Delivery Manager**

**Job Family: Project and Programme Management**

**Key Role Descriptors:**

This role will contribute to the successful delivery of work packages, ensuring delivery to timeframes and high professional standards.

The role holder will assist relevant managers and teams in ensuring the effective management of change.

The role holder will provide project support, liaising with stakeholders to ensure effective communication and project delivery.

**Key Role Accountabilities:**

Assist in the day-to-day management of projects and initiatives throughout the lifecycle, responding to all relevant correspondence, enquiries and complaints as required in a timely and effective manner.

Effectively monitor and administer assigned resources, which may include risk / issue logs, budgets, or other functions, analysing and extracting management information from appropriate systems to inform decision making.

Produce and distribute documentation in accordance with communication plans, maintaining files to agreed standards.

Ensure that the aims of projects and initiatives are widely understood and supported and, in turn, meet the needs and aspirations of both internal and external stakeholders.

Liaise with stakeholders expediting and reporting progress as appropriate.

Resolve day-to-day project issues, escalating as necessary to the appropriate level.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations, or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

Capital Programmes Division:

The Capital Programmes Division is responsible for the delivery of all capital programmes capital projects. It will design and deliver major and minor construction projects in the specified areas.

Team:

The role holder will work within the Minor Works / Design & Delivery Capital Housing Operations team providing project support to the design & delivery managers, project surveyors and commercial teams in the delivery of all allocated schemes and projects.

Our Project Officers provide administrative support to all members of our project delivery teams throughout the various stages of the scheme delivery process from planning and inception through to completion. Candidates should be well organized and be able to meet targets by managing a prioritizing their own workloads.

Project Officers are expected to communicate effectively with a variety of personnel internally and externally via a variety of mediums. Strong communication skills are therefore essential.

Over time, new Project Officers will be expected to take responsibility for managing address lists to ensure all information shared with Contractors is relevant and up to date. In addition, it is the Project Officers responsibility to identify leaseholder on address lists and lead in communication all planed works providing all written notices to comply with the Leaseholder Regulations.

**Key Behaviours, Skills, and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester.
* We take time to listen and understand.
* We ‘own it’ and we’re not afraid to try new things.
* We work together and trust each other.
* We show that we value our differences and treat people fairly.

**Generic Skills**

* **Project Management:** Basic understanding of risk management and the capability to hold and update the project risk log (under the direction of the Project Manager).
* **Planning and Organising:** Demonstrate the ability to organise multiple tasks in the most effective way and allocate time and energy according to task complexity and priority.
* **Financial Management:**  Numeracy and accuracy skills to handle numbers confidently, collate information and keep accurate and reliable records to help with the monitoring and reviewing of financial resources.
* **Communication Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
* **Analytical Skills:** Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information.
* **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.
* **Administrative Skills:** Ability to develop and maintain effective systems in a rapidly changing environment.
* **Research and Intelligence:** Ability to research information from a variety of different sources and implement findings in practice.
* **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. be logical in thinking and explain reasoning behind decisions or actions taken.

**Technical Requirements (Role Specific)**

* Demonstrable knowledge and understanding of all aspects of the Government's Housing Right to Buy Scheme.
* Demonstrate knowledge and understanding of the Party Wall Act 1996.
* Demonstrate knowledge and understanding of landlord’s obligations to leaseholders.
* Experience of liaising effectively with tenants, residents—including those who are vulnerable— tenant and resident associations, and building contractors regarding housing renewal projects.
* Experience of providing project management support on housing renewal projects and undertaking construction site visits with contractors.
* The role is subject to a Standard Disclosure and Barring Service (DBS) check.