

JOB PROFILE

Post No.

Post Title: Project Officer

Team: Major Projects and Regeneration

Grade: D

Service: Growth and Investment

Reports to: Principal Planning Officer – Town Centre Regeneration

Issue Date: September 2025

PURPOSE OF THE JOB

Working as part of a team, under the direction of the Principal Planning Officer for Town Centre Regeneration, the Project Officer will take responsibility for administrative, technical and customer support for projects.

1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- 1.1 The preparation and maintenance of the suite of project documentation to support the planning, execution and evaluation of projects.
- 1.2 Coordinate and minute Town Centre Regeneration board meetings.
- 1.3 Establish and maintain project files and highlight reports.
- 1.4 Provide support in the procurement of the range of goods and services required for project delivery.
- 1.5 Collation of contract documentation required for the engagement of contractors and consultants.
- 1.6 Manage the communication flow of emails, and ensure quality control, through dedicated project mailbox.
- 1.7 Play a key role in the identification and management of risks and the establishment and subsequent maintenance of risk registers.
- 1.8 Establish and maintain a lessons learned log for each project to feed into the project evaluation and support future project planning.
- 1.9 Arrange project related pre and post contract meetings, with a range of internal and external stakeholders, both on and off-site.
- 1.10 Act as the first point of contact in matters relating to projects and deal with any day-to-day enquiries received.

- 1.11 Record the flow of technical queries in and out of the office and maintain a register of these documents.
- 1.12 Prepares data and assists in the presentation of data, in various formats, to key stakeholders, including Senior Officers, Elected Members, consultants and contractors.
- 1.13 Liaise with the range of RBC teams, external partners and consultees on project matters.
- 1.14 Carry out research where required to support the planning and delivery of projects.
- 1.15 Liaise with the Contact Centre and Communications Teams to ensure that they can respond to enquiries from various stakeholders regarding the status of projects.
- 1.16 Maintain a complaints and compliments register and advise the Principal Planning Officer for Town Centre Regeneration of any matters of serious complaint in a timely manner.
- 1.17 Ensure that proper measures are in place for all projects to safeguard the health, safety and welfare of employees, contractors and members of the public.

2. OTHER DUTIES AND RESPONSIBILITIES

- 2.1 Give general assistance to other project teams within the Council as directed.
- 2.2 Assist the Principal Planning Officer for Town Centre Regeneration with the monitoring and planning of project budgets.
- 2.3 Carry out such other administrative or technical duties, as may be assigned from time to time by the Principal Planning Officer for Town Centre Regeneration or Major Projects and Regeneration Manager.
- 2.4 Participation in project groups and partnerships.
- 2.5 Preparation of reports and presentations for both internal and external stakeholders.
- 2.6 Any other reasonable duties as requested by your manager, in line with your skills and knowledge.

3. SUPERVISORY RESPONSIBILITIES

No direct personnel management responsibilities, although supporting the Principal Planning Officer for Town Centre Regeneration in the supervision of contractors and consultants is part of the role.

4. FINANCIAL RESPONSIBILITIES

- 4.1 Raise requisitions for purchases, checking work against and goods receipting of invoices.
- 4.2 Maintain a record of all client change instructions and the subsequent impact on project spend.

5. RESPONSIBILITY FOR ASSETS AND DATA

5.1 The postholder will:

- Be responsible for all equipment issued to perform the duties of the role.
- Be required to create, maintain and manage appropriate databases in accordance with corporate guidelines.
- Ensure the secure storage of all project documentation.
- Ensure quality through comprehensive filing and management of emails and documentation.
- Contribute to the digitalisation agenda through ensuring the effective exchange of data and storage of documentation through electronic means as far as is practicably possible.

6. EXTENT OF PUBLIC CONTACT

- 6.1 Daily contact in person, in reception, reception, by telephone, e-mail and letter with other Council officers, members of the public, developers, professional agents and Parish Councils, statutory and non-statutory consultees.
- 6.2 Liaison and consultation with end users and key stakeholders during project planning, delivery and evaluation.
- 6.3 Regular contact with Rugby Borough Councillors.
- 6.4 Occasional contact with Members of Parliament.

7. WORKING CONDITIONS AND ENVIRONMENT

- 7.1 Principally office based but with the need to visit sites and attend meetings at external venues including locations outside the Borough. Hybrid working available – refer to the Council's Agile Working Policy.
- 7.2 Travel as required by the duties of the post.
- 7.3 This will include occasional out of hours and evening working and will involve unaccompanied on-site inspections and lone worker situations.

8. CORPORATE RESPONSIBILITIES

All staff have to act within the Council's rules and follow all reasonable management requirements. These are contained within: the Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

Financial Accounting
Equality and Diversity
Health and Safety

Risk Management
Anti- Fraud
Data Quality and Data Protection
Business Continuity
Major Emergency Plan
Procurement and Contract Management
Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager.

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.

Signed as agreed:

Postholder

Date

PERSON SPECIFICATION



Post: Project Officer

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential / Desirable	Method of Assessment
Excellent administrative skills including storage and retrieval of data, minute taking and tracking the progress of requests for information	E	A,I
Ability to both identify issues that may present a risk to project delivery and how these risks are best managed	E	A,I
Excellent communication skills, both written and verbal. The ability to use these skills at all levels.	E	A,I
Excellent customer service skills to a variety of stakeholders including elected members	E	A,I
The ability to work under pressure and prioritise tasks to meet service standards and deadlines	E	A,I,R
The ability to work as part of a team	E	A,I,R
Good numeracy and data handling skills	E	A
Computer skills and in particular, the ability to use Microsoft Office software i.e. Word, Excel, Power Point, Outlook	E	A,I
Use of initiative, including problem solving and the ability to work without constant supervision	E	A,I,R
Experience of using internet based systems for research purposes	E	A,I
The ability to be able to read and interpret plans	E	A,I
Ability to identify risk and potential mitigation	E	A,I
Experience of developing monitoring capital and revenue and improvement programmes	D	A,I
The ability to liaise between client departments and contractors effectively to ensure that the Council's requirements in property management terms are effectively and efficiently met	D	A,I
Good project management skills and ability to manage a range of diverse projects at the same time	D	A,I
Experience in the use of electronic drawing and document transfer methodology	D	A,I
Experience of using specialist IT systems including asset management systems, GIS, CAD and Microsoft Project	D	A,I
Access to own transport for work	D	A

Application	A
Interview	I
Test (written, presentation, practical – eg word processing)	T
References	R
Documentary – eg certificates	D