Job Description

Job Title:	Project and Performance Officer
Service:	Strategy and Partnerships
Grade:	C
Responsible to:	Programme and Performance Manager

Purpose of the Role

To provide quality project and performance management support to co-ordinate the efficient functioning of the Council's Programme Management Office (PMO), Project Pipeline, and corporate Performance and Risk Management frameworks.

Key Duties and Responsibilities

Maintain and develop the PMO project management framework tools and templates, keeping up to date with the latest research and practices to support development of digital automations and reporting.

Collaborate with the Programme and Performance Manager to maintain the corporate projects register and pipeline, to log, manage and analyse the progress of projects and associated budgets through the project and change management framework utilising digital tools including using Microsoft Project, M365 Teams, Planner, SharePoint, and Excel, Power Apps and PowerBI.

Administrate delivery or board meetings as required. As part of these meetings, define and agree SMART actions and allocate tasks to members of the project team, facilitate decisions within the decision-making authority of the project team and escalate decisions outside of the group's authority to the senior project sponsor.

Maintain and develop the corporate business planning toolkit, making use of digital automations and reporting, to facilitate an effective and efficient process for Service Managers and the Senior Leadership Team.

Assist the delivery of transformation and improvement projects including research for discovery phase projects, delivery of allocated tasks within project plans and co-ordinating user acceptance testing.

Assist the development and maintenance of Project Management documents (Business Case, Project Initiation Document, Project Plans, Risk logs, Change Requests etc.).

Support the facilitation of project delivery meetings internally and externally with key stakeholders and ensure actions are captured and assigned to responsible owners.

Lead, co-ordinate and deliver the PMO communications plan, preparing services for change and supporting stakeholders to adopt capabilities into new ways of working,

ensuring messages are consistent with corporate strategy and the target operating model design principles.

Arrange project governance meetings, drafting agendas, allocating actions to the project team, circulating papers, taking notes, updating actions and risk logs, recording decisions and chasing up late or undelivered actions.

Create and maintain document libraries, acting as coordinator for the project documentation including document version control, managing document storage consistently and ensuring that appropriate levels of data security are in place.

Monitor project schedules and budgets and prepare progress reports in liaison with key stakeholders. Maintain and monitor project action and decision logs. Collate highlight reports and ensure they are submitted on time to meet reporting deadlines, proactively chasing if required.

Assist in inputting and requesting data for the corporate performance and risk monitoring system. Provide performance and risk reports as required and raise issues of under-reporting and red ratings with the Programme and Performance Manager as soon as they are identified.

Support business continuity functions, including maintaining electronic and paper documentation for business continuity plans and associated information.

Support the Programme and Performance Manager in the implementation of the Council's Business Continuity Plan at the time of a crisis event.

Arrange and co-ordinate induction plans for new members of the team.

Carry out other duties commensurate to the level of the post as required in relation to the requirements of the Strategy and Partnerships service.

Key Success and Behavioural Factors

The postholder is required to meet Level 1-2 competency requirements.

The postholder will need to be a reliable and flexible team member working effectively with colleagues and partners. They will need to demonstrate good communication and interpersonal skills with all people they work with and be confident in sharing issues identified with performance and project progress with senior members of the team. They will need excellent organisation and self-motivation skills to manage both their own workload and support senior officers to keep strategic projects on track.

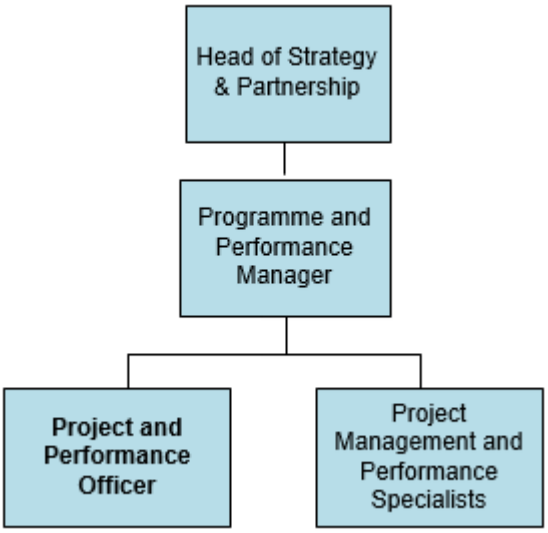
Person Specification Summary

Attribute	Essential	Desirable
Qualifications	Minimum Grade 4 (C) in GCSE Maths and English.	Relevant project management qualification.
Experience	Experience supporting or coordinating projects using structured methodologies (e.g., PRINCE2, Agile). Familiarity with project stages, processes and documentation: Business Cases, PID, Risk Logs, Change Requests, etc. Experience of collecting and illustrating meaningful project and performance data. Experience of drafting and delivering communication plans.	Experience of working in Local Government. Experience of creating PowerBI Dashboards and creating automations in Power Apps and Power Automate.
Knowledge	Knowledge of recognised programme/ project management methodologies. Knowledge of risk management practices. Knowledge of communication methodologies. Digital literacy to utilise the range of digital platforms and processes to undertake work and use it to engage with others, including a good working understanding of Microsoft 365 and PowerBI.	Knowledge of business continuity planning.

Skills & Abiliities **&** **Aptitiude**	Excellent organisation skills with the ability to prioritise, plan and co-ordinate activities taking account of relevant factors such as deadlines, staffing and resource requirements. Strong digital skills and the aptitude to learn how to use new digital tools quickly and accurately. Strong attention to detail, especially when updating documents or tracking progress, and ability to manage multiple tasks simultaneously. Excellent research skills that lead to the collation of material to inform Discovery stage projects. Able to think ahead to establish an efficient and appropriate course of action.	
Attribute	**Essential**	**Desirable**

Skills & Abilities **&** **Aptitude**	Collaborative, constructive and can do attitude and approach when working with project teams. Pro-active, with the ability to work with minimum supervision, will need to be able to use their own initiative and set own deadlines, and take responsibility for their performance to help the team, department and council to achieve its goals. Able to work in a fast-paced environment and used to delivering to short timescales. Enthusiastic with positive attitude to work; unafraid to challenge the status quo but risk aware. Confident in sharing opinions and challenging other project members on planning, organisation, performance and resolution of issues and risks. Work well with others to reach a common goal and be willing to embrace a partnership and inclusive approach to delivering efficient and effective services. Ability to lead project meetings, manage conflict and influence key stakeholders. Excellent verbal and written interpersonal skills, including an ability to adapt appropriately to deal with people at all levels. Able to develop relationships across the project team and wider stakeholders including customers involved in user testing. Willingness to learn about project management and support more senior team members.	

Organisation Chart



Scope for Impact

The Strategy and Partnerships service will provide strategic direction for the Council, driving forward organisational values and priorities. We will support other teams in developing strategies, delivering projects and working with partners to improve outcomes for our communities.

This role plays a vital part in helping the organisation deliver successful projects by keeping tasks organised, meetings on track, and communication clear. It supports project teams by handling admin, maintaining key documents, and ensuring actions are followed up, which helps projects run smoothly and meet their goals. The role also contributes to business continuity planning and performance reporting, making it a key behind-the-scenes enabler of efficiency, consistency, and progress across the organisation.

Contacts

The postholder will have contact with:

- Programme and Performance Manager.
- Project and Performance Specialists.
- Projects Assurance Board.
- Programme Board.
- Digital team colleagues and Strata.
- Business and Service Managers.

Safeguarding responsibilities

Teignbridge District Council believes that all children, young people and adults have the right to be safe, happy and healthy and deserve protection from abuse. The council is committed to safeguarding from harm all children, young people and adults with care and support needs using any council services and involved in any of their activities, and to treat them with respect during their dealings with the council, our partners and contractors. As a member of the Council team, you will be responsible for treating all those children and adults with whom you come into contact while carrying out your work according to their needs and with respect, and reporting safeguarding concerns and providing any evidence required to enable necessary safeguarding action to be taken. Our safeguarding policy has more details.

Special Notes and Conditions

-