TRANSPORT FOR THE NORTH

Role Profile

Role:	**Project Officer – Risk & Assurance**
Directorate(s):	Integrated & Smart Travel Programme (IST)
Contract:	Two Year Fixed-term / Secondment (public sector bodies only)
Salary:	Circa £35,000 per annum
Purpose:	Lead role in delivering the IST Programme's Risk and Assurance activities across multiple projects and workstreams. Maintain an effective PMO to enable the efficient functionality of projects and Programmes. Support the delivery of designated projects to time, standard and budget.
Reports to:	Programme Office Manager

	Key Role Outputs(KROs) *these set out what must be achieved for the post holder to be successful in the role*	**Key Actions** *These set out how the KROs will be achieved – the activities required.*
1.	Applied understanding of TfN's project and programme management standards and procedures in the areas of work assigned.	• Support the development of TfN's Project and Programme Management standards and procedures • Lead the development of the programme's Gateway Review process. • Fully engage in all development and delivery activities as and when directed. • Support Programme teams with internal and external Assurance and Gateway Review activities over the project lifecycle
2.	Establish and maintain an effective Programme Management Office.	• Ensure that PMO processes, procedures and records are developed and properly in place to enable the effective ongoing functioning of the programme teams. • Establish, manage and ensure compliance with filing systems for project and programme specific documents and records. • Ensure the development and delivery of all required PMO support services to support the effective on-going functioning of the programme teams.
3.	Ensure that appropriate Programme / Project Documentation for each designated projects are put in place.	• Ensure Programme / Project Documents are produced, reviewed, approved and kept up to date for each project/ programme including risk and issue management. • Participate in appropriate reviews and lessons learnt exercises at the various stages of the lifecycle process for all TfN Programmes and Projects.

4.	Ensure that the change management process is implemented on projects in line with the PMP processes and procedures.	• Support the management of cost and schedule change at all levels of the project / programme through robust standard protocol integrated with risk and issues management protocol. Incorporating approved changes in a timely manner to the control system and maintaining the project change & early warning registers.
5.	Projects and programmes managed in compliance with agreed procedures and guidelines established by PMS.	• Undertake assigned duties and manage designated PMO projects in accordance with Project Management Procedures and complying with all Standing Orders, financial regulations, relevant legislation and other statutory requirements.
6.	Performance Monitoring of programme and project reports	• Responsible for the consistency and quality across all projects of monthly progress update process / schedules. • Identify and evaluate programme- and project-level risks and issues on a monthly basis. • Co-ordinate all project (both internal and external) reporting to tight timescales whilst managing conflicting priorities effectively
7.	Project and Programme Reports and Processes	• Actively support management in the development of best practice procedures. • Actively input into continuous improvement. • Production & authoring of department reports and procedural documentation.
8.	Implementation and continuous improvement of processes and procedures.	• Be prepared to proactively challenge existing approaches. • Continuously seek and exploit opportunities for improvement.
9.	Stakeholder communication strategies in place for designated projects and programme activities and stakeholders made aware of project progress.	• Establish and lead effective working arrangements with multiple internal and external stakeholders to provide guidance on the development of projects and programmes. • Communicate assurance requirements to key stakeholders to ensure timely information gathering for Gateway Reviews and Executive level programme governance.

10.	Support effective Project and Programme Risk and Issue Management	• Work closely with the Risk Manager to ensure that appropriate schedule and cost information is provided to assist in the identification and assessment of risk and issues. • Support risk and issue management process by assisting Project teams with management of change control and draw down of contingency. • Actively contribute to risk and issue management workshops.
Compulsory Outputs (COs) *these set out what must be achieved for the post holder to be successful in the role*		**Key Actions** *These set out how the COs will be achieved – the activities required.*
C1	Ensure you comply with all applicable organisational legislation and policy.	• TfGM/TfN's Safety Management System (In particular section SMS 201 Roles and Responsibilities) • Dignity at Work policy • Risk management • TfGM/TfN policies and procedures • Equality and diversity legislation • TfGM/TfN's Vision & Values • Act in accordance with TfGM's/TfN's behaviours and competencies
C2	Any other reasonable duties as required from time to time.	

Key Interdependencies	
Key Contacts	IST Programme Director IST Programme Management Office TfN's Central Programme Management team TfN's Programme Teams Department for Transport Transport operators Advisors and consultants
Direct reports	None
Budget responsibility	None
Location	The Integrated & Smart Travel Programme is based in Leeds, but must be flexible across the North of England, with a requirement to regularly work from our offices in both Leeds and Manchester.

Person Specification

Project Manager – Programme Office *(Knowledge, skills and experience required at selection stage)*	
E	**Essential Experience:**
E1	Demonstrable post-qualification experience of supporting the management of complex, multi-stakeholder projects using Prince2 methodology (or recognised equivalent)
E2	Demonstrable post qualification experience in successful management of a Programme Management Office
E3	Skilled in using industry standard project and programme management tools
E4	Demonstrable ability to manage stakeholder relationships
E5	Demonstrable experience in writing and presenting both technical and progress reports in an accessible manner
E6	Demonstrable experience of co-ordinating multiple programmes of work
E7	Experience of developing strategies for continuous improvement and of project performance measurement
E8	Ability to compile clear and concise technical and non-technical reports for a range of political, professional and lay-person audiences
DE	**Desirable Experience:**
DE1	Experience of working in an multi-stakeholder environment
DE2	Experience of working within the UK public transport or payments industry
EQ	**Essential Qualifications – Technical, Vocational or educational:**
EQ1	Educated to degree level or equivalent in a relevant field
EQ2	Programme management qualification – Prince 2 Foundation or equivalent
EA	**Essential Attributes:**
EA1	Ability to deliver under pressure and organisational skills
EA2	Ability to demonstrate good leadership and problem solving skills
EA3	Ability to objectively evaluate options and apply commercial and financial understanding
EA4	Ability to respond effectively to considerable fluctuations in work levels, with complex deadlines and multiple internal and external stakeholders
EA5	Excellent report writing skills with the ability to communicate at the highest levels and to deliver presentations to a wide audience
EA6	Ability to work under pressure and react positively and creatively to an ever changing range of challenges to ensure the delivery of the objectives of multiple projects to deadlines and with external stakeholder influence
EA7	Ability to analyse issues objectively and to formulate and rank creative and practical alternative strategies and proposals to inform strategic and detailed decision making

EA8	Committed, tenacious and results driven
EA9	Assertiveness and technical ability to challenge proposals to achieve results
EA10	An understanding of the constraints and regulations when delivering projects
EA11	Ability to actively seek, identify and implement opportunities for continuous improvement in project delivery
EA12	A customer focused approach - an understanding of, and appropriate response to, the expectations of the TfN's and external customers the role holder must work with