

Role Profile

| | |
|------------------------|---|
| Role: | Project Officer – Planning & Reporting |
| 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 Planning and Reporting 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. | <ul style="list-style-type: none"> • Support the development of TfN’s Project and Programme Management standards and procedures • Support the development of the programme’s Gateway Review process. • Fully engage in all development and delivery activities as and when directed. • Assist Programme teams with PM functions as requested |
| 2. | Establish and maintain an effective Programme Management Office. | <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • Ensure Programme / Project Documents are produced, reviewed, approved and kept up to date for each project/ programme. • Participate in appropriate reviews and lessons learnt exercises at the various stages of the lifecycle process for all TfN Programmes and Projects. |

| | | |
|----|---|--|
| 4. | Management of programme and project reporting process | <ul style="list-style-type: none"> • Manage the monthly programme reporting process, including preparation of reporting templates, collation of programme reports, and producing the monthly board reporting accordance with challenging deadlines. • Co-ordinate the dissemination and monitoring of project and programme periodic report packs. • Identify and implement improvements to the reporting process on an ongoing basis following consultation with the senior management team. |
| 5. | Projects and programmes managed in compliance with agreed procedures and guidelines established by PMS. | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • Responsible for the consistency and quality across all projects of monthly progress update process / schedules. • Identify and evaluate schedule deviations on a monthly basis. • Analyse complex project data and write technical management level progress reports • Co-ordinate all project (both internal and external) reporting to tight timescales whilst managing conflicting priorities effectively |
| 7. | Project and Programme Reports and Processes | <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • Establish and lead effective working arrangements with multiple internal and external stakeholders to provide guidance on the development of projects and programmes. |

| | | |
|--|--|---|
| 10. | Schedules developed in planning system and issue of project schedules through lifecycle of project in line with PMP gateway requirements | <ul style="list-style-type: none"> • Direct the Project Managers in the development of integrated and detailed schedules providing critical path analysis and scenario planning and identifying who is responsible for delivering the work. • Overseeing the resource loading of schedules with internal resources and provide man hour histograms/ labour unit forecasts by discipline. • Provide schedule commentary document for gateway review submission. • Ensure that all project and activity codes are assigned appropriately on projects. • Provide high level strategic planning support for forward work load. |
| Compulsory Outputs (COs) <i>these set out what must be achieved for the post holder to be successful in the role</i> | | Key Actions <i>These set out how the COs will be achieved – the activities required.</i> |
| C1 | Ensure you comply with all applicable organisational legislation and policy. | <ul style="list-style-type: none"> • 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 <i>(Knowledge, skills and experience required at selection stage)</i> | |
|--|---|
| 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 |

