

Role Title	Project Support Officer
Job Family	Economic Growth & Housing Directorate
Competency Level	All Colleagues
Pay Range / Scale	SO1
Purpose To provide project management support and provide specialist knowledge to the Housing Development and Regeneration Team. Involvement at all stages of development including extensive project support and a leading role in the governance process.	
Generic Accountabilities	End Results/ Outcomes
Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.	The service is delivered to the quality, organisational and professional standards required Customer / stakeholder expectations are managed in relation to what can be delivered. The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.
Maintain all required records and information. Analyse and interpret complex information, for input into reports.	Procedures are adhered to and all information is correctly recorded and processed. Accurate, complete and relevant information / records / reports are provided for internal and/or external use.
Develop specialist documents / materials / activities to support / promote the service area.	All materials / activities are delivered to the required standards and timescales. Communications are clear, well planned and effectively targeted.
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	Expert advice, information and support are provided on the full range of issues within the field of expertise. Queries / complaints are effectively managed. Appropriate action is taken to resolve the issue. Customers are satisfied.
Maintain information systems which support the specialist area. Contribute to the development of these systems.	Changes to systems, are identified and recommended. Systems meet operational requirements.
Work closely with others to clarify changing customer / organisational requirements.	Customer requirements are identified and documented. Improvement opportunities are identified and recommended.

Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally.	<p>Specialist work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p> <p>Best practice is shared.</p>
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Job Specific Accountabilities:	End Results/ Outcomes
To be responsible for providing key business support (e.g. complex financial support) for the Housing Development Team and all of the teams housing projects.	<p>Financial transactions of the Development Team and the team's projects are managed successfully.</p> <p>All financial transactions are processed correctly, including:</p> <ul style="list-style-type: none"> the raising and payment of purchase orders, limit orders, invoices, recharges and journal transactions. <p>Management of all project cash sheets and providing updates as and when required by the Project Managers</p> <p>Templates are revised and updated to reflect changes to systems and processes.</p>
To lead on the governance structure for all projects delivered by the Council's Housing Company, Sixty Bricks.	<p>Governance reports are established for each new build project and incorporated into the scheme timeframes.</p> <p>Forward plans for all Sixty Bricks reports are updated and managed.</p>

	<p>Reports between services are coordinated, with approvals sought from the various departments.</p> <p>The lead is taken on all requirements from Governance Services Notices are and key decisions are published and Project Managers reports are submitted within the timeframe.</p> <p>Project Managers are met with regularly to ensure timeframes are met with regards to all report submissions and responsibility is taken for ensuring all reports meet the stipulated deadlines, raising issues and concerns at an early stage.</p>
To lead on Enquiry Handling (including internal and external complaints, FOIs and Member enquiries)	<p>Responses to any Development Team enquiries are coordinated and responded to in an accurate and timely manner.</p> <p>Data handling is compliant with the latest data protection and organisational policies.</p> <p>Information is accurate and up-to-date and is provided to managers when requested.</p> <p>Trends and issues are identified and prioritised</p> <p>FOIs and Members Enquiries are saved on file with a summary (spreadsheet) updated for each project.</p>
To be responsible for Internal and External Meetings, Events and Statutory Consultations.	<p>Statutory stakeholder consultation events and consultation responses are managed and coordinated accurately and successfully.</p> <p>Internal and external events and meetings are organised efficiently. Minutes are noted and responsibility is taken for following up actions.</p> <p>Equipment and materials are sources as required for the smooth running of the events. Effective communication and relationships are established with key stakeholders of the Development Team's housing projects.</p> <p>The Council's website and housing development email address are monitored and updated regularly. Queries are responded to or escalated.</p>

<p>To be the lead project management support function for the Housing Development Team and the team's vast pipeline of housing projects.</p> <p>Lead on specific projects as required.</p>	<p>Projects are delivered to agreed specification, timescales and budgets. Action plans are devised at an early stage and updated regularly.</p> <p>Change initiatives are successfully integrated and implemented across all impacted service areas.</p> <p>Effective project management support is given on housing projects from inception through to delivery, including design, planning stages, construction and handover – working closely with specialist consultants.</p> <p>Projects are managed with rigour and diligence to ensure the best value for money and quality housing is achieved.</p>
<p>To be responsible for the application of all relevant internal strategies, policies and best practice and keep up to date with wider national initiatives and legislative requirements.</p>	<p>Lessons learned and best practice logs are created, maintained and shared with the wider team.</p> <p>New processes and procedures within the Development Team are created and implemented e.g. Sign-off procedures, development processes.</p> <p>Positive changes and best practice is shared across the wider Development Team.</p> <p>Movements in the local housing market are tracked to ensure that new developments meet local need, and that information on activity is shared across the Development Team.</p>
<p>To manage complex housing project documents and lead on reporting data accurately for all projects within the Development Team.</p>	<p>Project documents including data spreadsheets, taking minutes from key project meetings, actions and risks logs are accurately updated and reported on.</p> <p>The New Build Housing Pipeline is managed accurately monthly reports to senior members of staff are produced.</p> <p>Information maintained in databases is secure and accurate</p> <p>Risks identified and reported on</p>
<p>To shadow Project Managers and Senior Project Managers.</p>	<p>Have transferable skills relevant to the Housing Development sector.</p> <p>Learning Development Plan up to date with experience gained.</p>

	Individually project manages elements of the development process.
Assist with putting 'Waltham Forest on the map' – engaging and networking with consultants, developers, LA's, architects across London to help build a profile and expand/share knowledge to better developments within the Borough	<p>Successful networking and engagement with other LA's and housing developers.</p> <p>Information is stored on file and shared between team members</p> <p>Events and seminars are identified and attended. The Council is represented in a professional manner at these events.</p>

Nature of Contacts

Key contacts are internal and external customers/stakeholders. This will involve being a representative of the council at external meetings with professional consultants and residents.

Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.

Deal with people at all levels confidently, sensitively and diplomatically.

Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.

Usually works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council and legislative policies and procedures

Responsible for meeting performance standards within a policy framework and regulatory guidelines.

Occasionally the post will be expected to work from other locations

Key Facts and Figures

- Office based role with frequent off-site meetings and site-visits around Waltham Forest.

Resourcing

Budget Responsibilities: N/A
Supervisory Responsibilities: N/A
Knowledge, Skills and Experience
<p>Knowledge, Skills and Experience</p> <ul style="list-style-type: none"> • Experience of having worked in a fast paced, customer focused environment. • Knowledge of the Housing, Regeneration and Development sector, previous experience is desirable but not essential • Desire to develop a career in Housing, Regeneration and Development • Commitment to learn and achieve the appropriate qualifications required for that career path • Excellent knowledge and application of IT systems and software packages including Microsoft Word, Excel and Powerpoint. • Relevant legislative and or procedural knowledge of housing and/or development. • Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focussed support service. • Excellent levels of literacy and numeracy. • Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others • Ability to deal diplomatically and confidentially with a wider range of stakeholders internally and externally • Ability to identify improvements to processes and systems and to share the recommendations with the wider team. • Excellent interpersonal skills, both oral and written • Able to work on own initiative, taking responsibility for actions and demonstrates a professional ability. • Ability to work to tight deadlines and deliver best value results on behalf of client, challenging where appropriate • Demonstrate sound decision making delivering positive yet sensitive outcomes, knowing when to escalate. • Excellent organisational ability, demonstrating sound project and financial management. • Be innovative and a motivator.
Indicative Qualifications
<p>Numeracy and literacy qualification e.g. GCSE English and Maths or equivalent. Relevant professional qualification</p>
<p>The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities</p>

which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.