Job Title: ICT Project Support Administrator  
Grade:5

GRADE xx

Our Vision

We have a clear vision for Staffordshire - an innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy

Our Outcomes

We want everyone in Staffordshire to:

* Have access to more good jobs and share the benefit of economic growth
* Live in thriving and sustainable communities
* Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and citizens
* Courageous – We recognise our challenges and are prepared to make   
  courageous decisions
* Empowering – We empower and support our people by giving them   
  the opportunity to do their jobs well.

About the Service

Staffordshire ICT defines and delivers an ICT strategy that is directed by the ambitions of the County Councils Strategic plan and in year Business Plans.

The ICT strategy defines how Staffordshire County Council will exploit to best effect its use of Information and Communication technology with particular emphasis on how “Digital Transformation” can enable the Council to deliver services in a fundamentally different way that radically transforms Citizen Interactions and the delivery of services in a digital era.

Such transformational change embracing cloud computing, mobile working and information sharing requires strong leadership to understand and remodel cross organisational service delivery focussing on the whole system and designing this from a citizen perspective. Inevitably such change calls for complex change management and negotiation skills to ensure successful and integrated delivery across public sector partners and private sector organisations.

Whilst the role of ICT in digital transformation is critical to long term organisational success and sustainability, the ICT function must also ensure that its delivery of the core ICT service is efficient, secure and reliable as the impact of technological or cyber security related failure is catastrophic to the productivity of the organisation. Robust management of ICT services and in particular the effectiveness of Cyber Security defences is paramount to the effective delivery of the council’s legislative responsibilities.

**ICT Governance, Change and Assurance**

The ICT Governance, Change and Assurance function is the functional area of Staffordshire ICT that manages amongst other things the Governance and Assurance of technology related change. This embraces the development of Business Cases that define the mandate for change, the Business Analysis of “as is” and “to be” processes to determine the implications of change and identify “what needs to be done” both at a technology and a business process level to fully exploit technological improvements by improving efficiency, driving down costs, improving customer service or whatever else the mandate seeks to achieve.

The Programme and Portfolio Management function is responsible for the delivery of agreed Programmes and Projects and ultimately the successful delivery of ICT related changes to realise Business or ICT related benefits within agreed budgets and timescales.

The unit is also responsible for monitoring and assuring ICT contracts and ICT assets ensuring that contracts are legally compliant, high performing and that contract end notifications allow Business Engagement and Technical managers adequate opportunity to review and potentially change existing ICT provision which can take a number of years when aligned to Business transformation or significant technological change.

The unit also independently assures Operational ICT change to avoid potential adverse impacts of ICT related change and provides management reporting around internal Service Level performance as well as external supplier performance.

Reporting Relationships

Responsible to: ICT Programme and Portfolio Manager

Responsible for:

Key Accountabilities:

The post holder is primarily responsible for supporting the ICT programme management office by producing programme reporting for a variety of audiences and administering the programme and project management software.

The post holder will provide day-to-day administrative and project support to project managers involved in delivering a range of projects

The post holder will be required to:

1. Provide project support for the ICT programme management office examples of typical tasks would be creating reports, documenting meetings, updating plans, collating, and circulating data
2. Assist in the management of Project quality assurance ensuring that all key project artefacts and decision-making records are maintained and are auditable
3. Assist in the management of costs, timescales and resources used and take action where these deviate from agreed tolerances. Budget accountability will remain with the Project Executive / Sponsor
4. Administer the ICT programme management system ensuring that the system is fully accessible, to those who require access and validating that data is being submitted in a timely and accurate fashion e.g. Time Recording Information, Project Management reports
5. Assist in the identification of project deviation e.g. Resource overspends to ensure the timely identification of project overruns or failure to achieve key milestones
6. In liaison with key stakeholders seek to continuously improve the systems utilised by the ICT programme management office to make sure the maximum benefit is achieved
7. Assist Project Managers by supporting them in activities such as data collection and analysis, co-ordination of high-volume faproject activities or through other administrative support as required
8. Maintain Programme dashboards to ensure that Senior Management have visibility of key programme delivery activity e.g. Progress against plans, resource utilisation, Project interdependencies, Resource planning, Income
9. Contribute to the ICT governance process by producing documentation and reports with appropriate levels of quality assurance and information governance standards

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council’s climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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| **Minimum Criteria for Disability Confident**  **Scheme\*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications**   * NVQ 3 in Business Administration or equivalent qualification or experience * Prince 2 Foundation qualification or willingness to undertake | A  A |
| **employer_small** | **Knowledge and Experience**   * Demonstrable experience of delivering project support * Demonstrable ICT knowledge and experience relevant to the role * Effective in data management and manipulation in order to provide timely and accurate management information * Demonstrable experience of administering ICT project and resource management systems | A/I/T  A/I/T  A/I  A/I |
| **employer_small** | **Skills**   * Logical, methodical in approach and focused attention to detail * Professional approach, highly motivated, with a drive to succeed, demonstrating a positive ‘Can do’ attitude * Effective written, oral and presentational communications skills for any audience * Able to work on own initiative * Assertive approach with the ability to deal with difficult or stressful situations and / or people calmly * High standard of work and interest in delivering high quality outcomes * Dynamic, flexible and willing to multi-task, with the ability to deal with a range of issues and conflicting demands and work to tight deadlines, under pressure to meet targets * Committed to developing and delivering quality systems on behalf of the County Council and its users * Committed to customer focused delivery * Availability and willingness to work flexible / additional hours when required to meet demands | A/I/T  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |

**employer_small** If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **Liberata Employee Services Team on 01905 947446**

**Shared Services on 01905 947446**