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Role Profile

Job Title:	**Project Officer**	Grade: 10	**Spinal column point range: 37 - 40**
Department:	Regeneration and Housing	**Post no:**	
Directorate:	Housing Demand	**Location:**	**Home and Perceval House**

Role reports to:	**Assistant Director Housing Demand**
Direct Reports:	**None**
Indirect Reports:	**Graduates and temporary staff**

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.

JOB DESCRIPTION

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the possible requirement to obtain a Disclosure and Barring Service (DBS) check.

PURPOSE OF ROLE:

- To project manage identified projects owned by Senior managers.

- To develop and implement new initiatives to improve the performance of regeneration and housing services and meet agreed targets.

- To monitor Improvement Plans, Service Plan and Performance Indicators.

- To undertake audits and service reviews to identify areas for improvement.

- To carry out research and benchmarking to support projects

KEY ACCOUNTABILITIES:

- Work with managers at all levels on a portfolio of projects and tasks with minimal supervision. These projects and tasks may encompass a wide range

of regeneration and housing activities.

- Set up and lead teams to deliver specific service development projects, gaining the co-operation and commitment of senior managers and other staff. Direct, motivate, plan and monitor the team's work, taking responsibility for progress and the use of resources.

- To draft well defined project plans. To manage assigned projects in accordance with the principles of project management methodology (e.g. PRINCE2).

- To contribute to other projects as a team member, including Service reviews, by providing support, information and expert advice.

- To evaluate pilot schemes.

- Carry out or commission spot checks, audits, investigations and surveys to test the quality of service delivery.

- To manage related external consultancy contracts.

- Analyse and review complex business processes and systems, recommending changes to working practices and Council policy where appropriate.

- Maintain up-to-date knowledge of relevant Regeneration and housing policy and legislative developments, quality initiatives and good practice. Carry out research into good practice using resources such as Housemark and the Housing Quality Network and undertake benchmarking exercises.

- Analyse and interpret performance information to identify areas for improvement and prepare reports on your research findings for senior managers, councillors and project teams that discuss options for change, targets for improvement.

- Specify performance indicator requirements and work with officers in the Council's Partnership and Performance team to ensure that the statistical data required for performance management and benchmarking is available.

- Design, set up and maintain databases, spreadsheets and other computerised or manual records to enable the Service Improvement Team to carry out its benchmarking and service development functions. *

- Produce detailed and precise specifications for modifications and enhancements to computer systems. Work closely with service managers, programmers and other IT professionals to ensure that requirements are met. **

- Play a key role in the evaluation, design, testing and implementation of major new computer applications, and act as a 'Super User' after system acceptance.

This will involve participation in regular system reviews, recommending amendments and responding to user problems as well as providing local training.

- Use Business Objects report-writing software, and other specialist tools as appropriate, to extract data from the Department's systems and to create management information reports.

- Advise service managers on how to run the reports they need and how to make the best use of them. Encourage good practice in inputting data and maintaining systems so that reports are accurate and meaningful.

- Work with managers and staff to develop and implement new initiatives to improve the performance of housing and regeneration services.

- Design and produce training materials, user manuals and other material required for the successful implementation of new initiatives, and deliver briefings and/or training to managers and front line staff.

- Develop and approve procedure guides and ensure that those parts of the procedure manual for which you are responsible are up to date.

- Arrange and conduct regular performance review meetings with service managers, ensuring that issues are properly addressed, minutes are kept and follow up action is taken.

- Work with the Strategic Involvement Team to involve tenants and residents in key decisions affecting service development.

- Take responsibility for the shared supervision of the work of one or more graduates or temporary staff working in the Service Area, allocating tasks and providing support as necessary.

- Maintain appropriate relationships with other Business Units, Directorates, other authorities, external agencies and customers in order to support the overall aims and objectives of the Council.

- Attend all necessary meetings, including consultative meetings and other office meetings and working parties, representing the Department where appropriate.

- To ensure that Diversity and Equality principles are applied in all areas of work, as required by legislation and council policy.

- To undertake all duties with due regard to Health and Safety legislation.

- Other duties and responsibilities of a similar level to those described above which may be allocated from time to time

KEY PERFORMANCE INDICATORS:

- Meeting project deadlines
- Evidence of successful delivery of projects

KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):

- Directors, Assistant Directors and Heads of Service
- Members
- Council officers from across the Council
- Stakeholders and partner organisations
- External agencies
- Members of the public

AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):

- People – Provide joint supervision and support to manage contracts, temporary staff, graduates or administrative staff

- Policy – to research, advise and support in the development and adherence to policies within the directorate, write cabinet reports on policy matters.

- Financial – Place orders for supplies and services using the Council finance

- and procurement system. Manage related external consultancy contracts.

- Preparing reports for senior managers, councillors and project teams

- Reporting to Assistant Director

Person Specification

Candidates please address the criteria marked with (**) only in your application. Please give examples

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ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES

1) Demonstrable experience of working in a Regeneration and housing environment or similar customer environment.

2) ** Demonstrable experience of the following:
   a. Business performance analysis or research
   b. Service improvement projects or quality improvement intiatives
   c. Working with databases and spreadsheets.

3) An understanding of the issues facing local housing authorities and of housing legislation, including Value for Money and other good practice and quality initiatives.

4) **Excellent communication skills to:
   a. Communicate effectively both verbally and in writing, making complex issues understandable to non-specialists.
   b. Enable facilitation of partnership working with internal and external contacts.

5) ** Ability to work as part of a team to:
   a. take a flexible and co-operative approach to own role in team and re-allocation of tasks within the team as necessary.
   b. Share own experience and knowledge to help others and to solve problems
   c. Strive towards achieving team goals over personal goals.
   d. Takes a flexible approach to their role in a team and is prepared to change their role in the team if the need arises.

6) Excellent organisational skills to:
   a. Organise work around objectives and deadlines.
   b. Ensure sufficient resources are allocated to activities.

7) Understanding of the issues involved in delivering services in a multi-racial and diverse community and Knowledge of and commitment to equal opportunities.

8) A good understanding of quality and customer service issues.

9) ** Knowledge and understanding of the IT systems/databases used in the Housing service.

10) ** Understanding of monitoring techniques and the use of performance indicators, including the ability to make appropriate use of information technology systems.

11) ** Ability to pursue own learning and development and actively seek to enhance knowledge.

12) Ability to take initiative to get things done and successfully prioritise own workload.

13) ** Ability to organise and undertake project work and mainstream duties around objectives and deadlines.

14) ** Excellent IT skills including operating software packages, including Word, Excel, PowerPoint

ESSENTIAL QUALIFICATION(S), EXPERIENCE AND REGISTRATION (e.g. HCPC)

15) ** Graduate level education or relevant experience

16) ** GCSE or equivalent English Language and Mathematics

Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they'll do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards