



JOB DESCRIPTION

POST TITLE:	PMO Support Officer
REPORTS TO:	Product Delivery Manager
RESPONSIBLE FOR:	None
GRADE & SALARY	Grade 5

OVERALL PURPOSE OF ROLE:

The PMO Support Officer plays a vital role in supporting the effective operation of the Project Management Office (PMO) and assisting in the successful delivery of projects and programs within Strata for the Councils. The purpose of this role is to assist the PMO function with day-to-day support activities, enabling consistency, efficiency, and alignment with Strata goals.

The role provides administrative, procedural, and reporting to support Project Managers with day-to-day coordination of projects, managing the resource planner, ensuring technical resources are booked as required and taking on minor project management duties.

CORE RESPONSIBILITIES

1. Coordinate day-to-day activities and support Project Managers in their tasks.
2. Manage the resource planner and ensure that technical resources are booked as required.
3. Assist in the development and maintenance of project plans, timelines, and roadmaps.
4. Identify and mitigate resourcing risks and dependencies that may impact project delivery.
5. Communicate project status, updates, and risks to stakeholders and Project Managers.
6. Support the PMO by providing management information on projects to assist in monitoring and controlling the ICT programme of work.
7. Ensure that all required project documentation is collated and recorded within the project document repository and that each stage has been signed off.
8. Take on minor project management duties as assigned by the Product Delivery Manager.
9. Generate project status reports .
10. Provide regular input to the Service Improvement Plan.
11. Any other duties commensurate with grade and role.

OUR VALUES form the behaviours that we expect from all of our team, these help us to assess your performance in the role.



VALUE	DESCRIPTION	ESSENTIAL (E) DESIRABLE (D)
SELF DEVELOPMENT	Wanting to improve ourselves, and looking for different ways to learn	E
TEAM	Actively participates as a member of a team, pro-actively contributing to the completion of objectives.	E
RESULTS	Demonstrates drive and passion to achieve objectives	E
ACCOUNTABILITY	Demonstrates ability to focus on completion tasks and can ensure tasks are completed within deadlines.	E
TRUST	Able to build lasting relationships which demonstrate reliability, integrity and consistency	E
ADAPTABILITY	Having flexibility in handling change as well as adapting to new situations with fresh ideas or innovative approaches.	E

SIGNATORY

PRINT NAME

DATE

Job holder -----

Line Manager-----

This job description is not an exhaustive list and will be updated annually to reflect job requirements in accordance with our performance management process. From time to time the post holder may be asked to perform additional tasks which are not detailed within the core responsibilities for this role

PERSON SPECIFICATION we use this criteria not only to assess your skills coming into the role but to ensure that we evaluate the requirements fairly.



Category	Requirements	Essential/ Desirable (E/D)	Method of Assessment
Education/training	<ul style="list-style-type: none"> ▪ Good general school background ▪ Knowledge of Prince 2 or other project management methodology 	<p style="text-align: center;">E</p> <p style="text-align: center;">D</p>	
Knowledge	<ul style="list-style-type: none"> ▪ Working knowledge of the full life cycle of a project and how Prince2 can be applied ▪ Programme management and stakeholder management and how Prince2 practice can be used pragmatically ▪ Working knowledge of information and data delivery and management requirements. ▪ Broad understanding of wide range of IT infrastructure ▪ Good knowledge of local government business and processes. ▪ Understanding of financial management and reporting processes in a council ▪ Experience in providing administrative support within a project or PMO environment. 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">D</p> <p style="text-align: center;">D</p> <p style="text-align: center;">D</p>	
Skills and Abilities	<ul style="list-style-type: none"> ▪ Capable of effectively planning and prioritising tasks while coordinating personal and team workloads in a dynamic environment that balances project delivery and customer support responsibilities. ▪ Stakeholder management and communication ▪ Sound project management ability for minor ICT projects ▪ Able to build productive and collaborative relationships with key customers and colleagues ▪ Makes best use of available information and resources to 	<p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p>	



	<p>exercise decision making responsibilities</p> <ul style="list-style-type: none"> ▪ Communicates honestly, openly and clearly ▪ Focuses on the system of work and pays attention to measures and deadlines 	<p>E</p> <p>E</p>	
Successful experience in	<ul style="list-style-type: none"> ▪ Understanding of change management processes and how they integrate with project delivery. ▪ Exposure to managing or supporting portfolio or program-level reporting and analysis ▪ Supporting resource allocation and capacity planning across multiple projects. 	<p>E</p> <p>E</p> <p>D</p>	
Special requirements	<ul style="list-style-type: none"> ▪ A valid driving licence and own car with business insurance are essential (reasonable adjustments may be possible according to the Equality Act). 	<p>E</p>	

RISK ASSESSMENT PROFILE

[RAP forms part of the Job Description please ensure a copy is always attached]

This role has been assessed for risk and the following table highlights the demands of the role and the level of risk that may be prevalent in the job when carrying out normal day to day activities. The following key has been used to provide a guide.

Level 1	Seldom or never	Level 4	Regular (2-3 times per week)
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Level 2	Occasionally (once a month)	Level 5	Daily
Level 3	Fairly regularly (1 per week)		

Potential risks and hazards	Level of Frequency
Computer user	5
Car driving	3
HGV, LGV driving	1
Prolonged sitting, standing	5
Exertion (other than lifting)	1
Lifting	2
Manual handling – repetitive movements, bending twisting	1
Working with the public	2
Face to face contact with abusive customers	2
Lone working	2
Night working = 3 hrs or more between 11pm & 6am	1
Shift working	3
Use of chemical and or skin irritants	1
• Head phone use/ auditory performance / noise	1
❖ Hand arm vibration / noise	1
❖ Use of machinery / noise / vibration	1
Outside working / inclement weather	1
Exposure to the sun through outside working	1
Working at heights (above 2 metres)	1
Working in confined spaces	1
Risk of exposure to bodily fluids	1
Risk of contact with infectious diseases	1
Risk of exposure to asbestos	1
Other - please specify	

- Any post identified in levels 2-5 will require a hearing test if decibel levels are above 80 [If unsure please check with Health & Safety Officer]
- ❖ Any post identified in levels 2-5 will require a hand arm vibration screening test