

BORDERS COLLEGE

JOB DESCRIPTION

Job Title	Project support officer
Post Holder	
Accountable To	Programme Manager
Responsible For	Programme and Projects support
Department	Corporate Services

Overall Purpose of Job

To support delivery of our programme management approach, working with project leads to develop and monitor plans that ensure delivery of the project outcomes on time, and within budget.

Responsible for the management of project resources and working to ensure that all stakeholders are actively engaged in delivering anticipated benefits and that services are adequately prepared to implement service change and deliver the outcomes.

Main Duties and Responsibilities

Programme Management

1. To develop detailed plans and manage and lead the delivery of multiple projects, including development of project charters, and plans including RACI matrices, schedules, task lists, risk, change and issues logs.

2. The Project Support Officer will manage multiple complex workstreams to ensure the delivery of the identified benefits.

Programme management responsibilities include:

- Coordinating workstream activity ensuring change management processes and approval pathways are in place
- Develop robust implementation plans in line with project deliverables across all Projects to ensure resources are aligned to deliver.
- Creating effective engagement, communications and reporting schedule to allow management team and stakeholders to understand proposed work schedule, impact and delivery requirements and dates.
- Design workflows and support processes to move project delivery into an operational activity in the appropriate timescales.
- Managing dependencies and interfaces between different project workstreams, highlighting pinch points.
- Management of risks and issues to ensure the project's successful outcome.

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- Reporting progress & performance against objectives at agreed intervals to project and workstream teams and the Programme Board.

3. Liaison with all departments ensuring operational changes are implemented successfully.

Service Improvement & Change Management

4. Work in partnership with senior management and all stakeholders to identify and realise the desired benefits of projects.
5. Ensure appropriate engagement of staff throughout. This may include sensitive negotiation where job roles are affected by the change or where the views of others must be considered.
6. Support on and develop new policies or procedures where required.

The above mentioned duties and responsibilities represent the current situation and may change over time to reflect the changing needs and requirement of the College.

Signed Date
(Staff Member)

Signed Date
(Line Manager)

JOB & PERSON SPECIFICATION

QUALIFICATIONS	Essential or Desirable
Educated to SCQF level 9 or equivalent	Essential
Professional qualification in project / programme management or equivalent	Desirable

KNOWLEDGE	Essential or Desirable
Strong programme and project management skills including leadership, people management and budgetary management	Essential
Commitment to continuous professional development	Desirable
A personal commitment to keeping your professional knowledge up to date and improving your capabilities	Desirable

EXPERIENCE	Essential or Desirable
Minimum 3 years' experience in project/staff management roles or equivalent	Essential
Experience of using formal project management methodology	Essential
Experience of developing complex Business Cases	Desirable
Proven ability to successfully implement several projects concurrently within timescale and budget	Essential

INTERPERSONAL SKILLS AND ABILITIES	Essential or Desirable
Excellent communication, presentation and influencing skills.	Essential
Capable of developing and maintaining effective working relationships with senior stakeholders. Effective negotiation.	Essential
Effectively managing external third party dependencies including agencies, contractors, suppliers, consultancy bodies	Desirable

OTHER ABILITIES/QUALITIES	Essential or Desirable
Good administrative skills	Essential
Ability to meet deadlines	Essential
Ability to deal with confidential matters and exercise discretion	Essential
Ability to work accurately, flexibly, and without supervision	Essential

ATTITUDES AND BELIEFS	Essential or Desirable
Commitment to high professional and personal standards of work and conduct	Essential

WORK-RELATED CIRCUMSTANCES	Essential or Desirable
The ability to be flexible and provide support to other team members	Essential
Ability to travel between Borders College sites and wider	Desirable
