TRANSPORT FOR THE NORTH

Driving economic growth in the North

Role Profile

Role Purpose:
To provide project/programme administrative support to the project teams, co-ordinating the management of project/work-stream documentation using TfN's document management system, whilst providing secretarial and administrative support to the IST Programme Director and IST Programme Manager.

Responsibilities:

	Key Role Outputs (KRO's) *What must be achieved for the post holder to be successful in the role*	Key Actions *How the KRO's will be achieved – the activities required*
1.	**Manage and deliver a full support service to the IST Programme Director, Programme Manager and the wider IST Programme Team**	• Management of IST Programme Directors diary to ensure the efficient use of time and managing conflicting and changing priorities. • Ensure prompt and appropriate reply to all enquiries and correspondence. • Produce letters, reports, agendas, minutes, presentations and other documentation, compliant with the organisation's requirements • Draft email and letter responses on request for approval by the IST Programme Director. • Arrange travel and accommodation ensuring effective use of IST Programme Directors time and TfN's budgets. • Attend corporate meetings (IST Programme Board, Operating meeting), take notes and producing formal minutes and action plans. • Monitor and follow up outstanding actions as and when required. • Book venues, accommodation, catering and equipment. • Produce agendas and itineraries. • Day to day management of the Support Assistant, including monitoring of workloads, delivery of appraisals and maintaining attendance levels to deliver a seamless secretarial, administrative, reception service to the Leeds Office.
2.	**Organising both internal and external meetings, workshops and events**	• Work in conjunction with Project and Programme Management professionals to ensure the smooth organisation, running and recording of all workstream meetings.
3.	**Manage responses to enquiries**	• Prioritisation of all incoming documents, identifying potential actions and accompanying timescales. • Ensure that telephone calls are answered and dealt with in a positive and efficient manner • Take accurate messages and take any necessary action.
4.	**Effective document/quality**	• Be the point of contact for document control on a range of IST projects.

Title:
Programme Support Officer

Contract:
Fixed-term until 2020/
Secondment (public sector
bodies only)

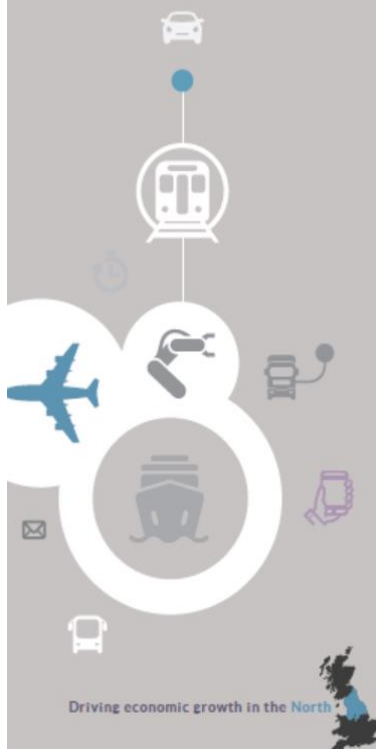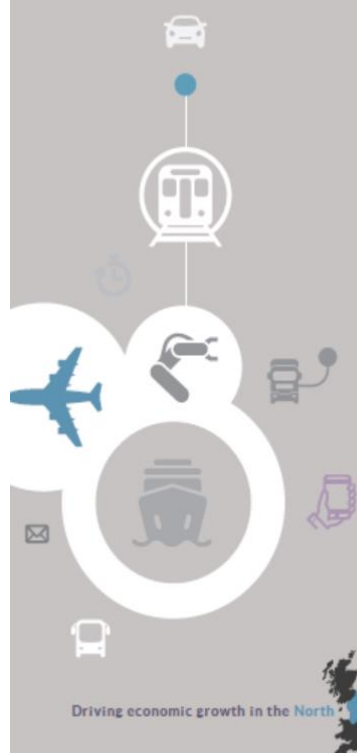**Salary:**
c. £24,000 per annum

Reports to:
IST Programme Director

Location:
Based in Leeds, with the
regular requirement to
work from our office in
Manchester.

	management to support project and programme delivery	• Controlling the inbound and outbound information flow in a timely manner to ensure contractual deadlines are met. • Manage the filing of project related technical documentation. • Assure document quality to include completeness, accuracy and compliance with established TfN procedures. • Undertake filing and archiving of documentation to facilitate easy retrieval at a later date. • Archive data for historical purposes, as instructed and in accordance with TfN's document management and retention Procedures.
5.	Supporting Project and Programme Delivery teams	• Administration of TfN's Project and Programme Management Procedures to support PMS professionals in delivering their workloads to time, cost and quality standards. • Create and maintain project documents including project plans and risk reports. • Monitor the quick and efficient return of all project information requests • Provide systems reports as requested, including regular status reports. • Provide regular document status reports for each designated project. • Undertake assigned duties in accordance with all Standing Orders, financial regulations, relevant legislation and other statutory requirements.
6.	Organising both internal and external meetings, workshops and events	• Work in conjunction with Project and Programme Management professionals to ensure the smooth organisation, running and recording of all workstream meetings. • Sensitive management of the relationships of senior colleagues and internal and external stakeholders.
Compulsory Outputs (CO's) *What must be achieved for the post holder to be successful in the role*		**Key Actions** *How the CO's will be achieved – the activities required*
1.	Ensure you comply with all applicable organisational legislation and policy	• TfGM/TfN's Safety Management System (In particular section SMS 201 Roles and Responsibilities) • Dignity at Work policy; • Risk management • TfGM/TfN policies and procedures • Equality and diversity legislation • TfGM/TfN's Vision & Values • Act in accordance with TfGM's/TfN's behaviours and competencies
2.	Any other reasonable duties as required from time to time	• Deal with any other tasks that may be assigned by IST Programme Director or IST Programme Manager. • Work collaboratively with colleagues across Transport for the North departments and Workstreams.

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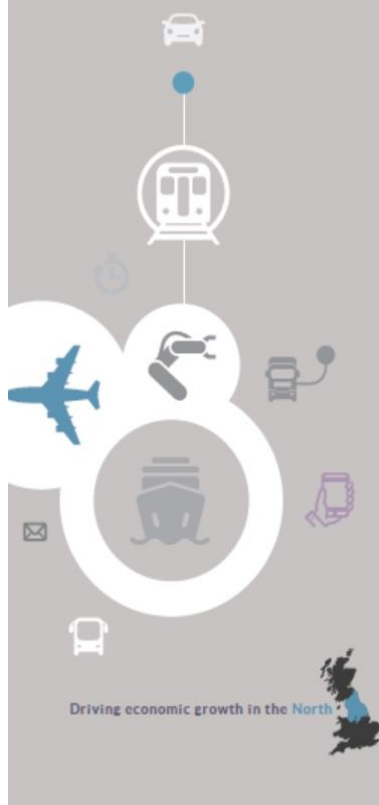| Key Interdependencies:	
Key Contacts	• IST Programme Director • IST Programme Manager • Project Managers • External consultants, Contractors and Suppliers • DfT, delivery partners (Network Rail and Hs2 Ltd) and TfN partners
Direct reports	• Support Assistant
Budgetary responsibility	• None

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Person Specification

Knowledge, skills and experience required at selection stage:	
E	**Essential Experience:**
E1	Demonstrable relevant administration and project support experience
E2	Demonstrable experience of delivering an administrative support service to senior managers
E3	Experience of working, at an advanced level, with the Microsoft Office suite software
E4	Experience of prioritising conflicting or extensive workloads
E5	Experience of / exposure to project management principles and techniques
E6	Experience of working with commercially sensitive and confidential information
E7	Demonstrable experience of supporting corporate meetings including producing minutes in a timely manner
E8	Experience of writing reports and business letters
E9	Experience of developing and maintaining data management, filing and retrieval systems
E10	An approach of 'no surprises please' – keeping your manager and others informed of the potential for significant change to the work plan – unexpected delays or outcomes, changes in resource requirements, an inability to gain commitment from other key contributors
D	**Desirable experience:**
D1	Experience of using Microsoft SharePoint
D2	Broad technical knowledge and understanding of Document Control processes and requirements
D3	Experience of using Electronic Document Control Systems
EQ	**Essential Qualifications – Technical, Vocational or educational:**
EQ1	Educated to A Level or equivalent
EQ2	Recognised qualification or training in relation to Microsoft Office software packages
EC	**Essential Behavioural Competencies:**
EC1	**Cultivates Innovation** - *Creates new and better ways for the organisation to be successful*
EC2	**Ensure Accountability -** *Holds self and others accountable to achieve results, even under challenging circumstances*
EC3	**Collaborates** - *Builds partnerships and works collaboratively with others to meet shared objectives*
EC4	**Instils Trust** - *Gains the confidence and trust of others through honesty, integrity and authenticity*
EC6	**Manages Complexity** - *Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems*
EC7	**Action Orientated** - *Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm*
EC8	**Values Differences** - *Recognising the value that different perspectives and cultures bring to an organisation*
EC9	**Communicates Effectively** - *Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences*
EC10	**Self-development** - *Actively seeking new ways to grow and be challenged using both formal and informal development channels*