



Job Profile template

Employee

JOB TITLE: Project Coordinator

GRADE: Placement grade

POST NO: TBC

JOB TIER: 5

DBS CHECK: No

DIRECTORATE: Residents Services

SERVICE: Waste services

REPORTING STRUCTURE

Reports to: Environment Performance Officer

Direct Reports: None

Indirect Reports: None

ROLE PURPOSE:

To liaise with internal officers across the Council and ensure that projects are developed and delivered in accordance with established project management principles. To provide support to project teams and officers within Resident Services, ensuring the effective coordination, monitoring, and delivery of projects.

Job Description

1. Resident & Community Contribution

- Develop and maintain good co-operative working relationships with a range of internal and external stakeholders
- To maintain a high level of awareness of current issues affecting the Borough and local government.
- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. Working with Others

- To work collaboratively with colleagues and stakeholders across the Council.
- To ensure proactive and positive engagement in team meetings and events, maintaining good communication to all team members and maintaining engagement with the Council's vision, priorities and activities.
- To be responsible for maintaining a safe and healthy working environment in line with Health & Safety at Work Act (1974).

3. Operational Service Delivery

- Act as the first point of contact for all internal teams concerning progress of specific projects and programmes.
- Organise meetings and events, take minutes during meetings and create actions logs as required.
- Use relevant project management principles and tools to scope, plan, monitor and report.
- Maintain and update project management templates.
- Assist the Transformation Team with the development of project plans and schedules.
- Monitor project progress and updating project tracking systems as required.
- Gathering and compiling project data for reporting purposes.

- Assisting with the preparation of presentations and project status reports.
- Providing project related administrative support to the Transformation Team.
- Assist with the preparation of documents for meetings and training events, photocopying, collating and distributing.
- Book and organise project specific meetings on behalf of the Transformation Team.
- Be a governance champion – ensure governance processes are acknowledged and understood by project leads, escalating to the Programme Management Office Manager where processes are not being followed.
- Compile the reports for Service Development Board and Transformation and Business Change Progress Meeting.

4. Service Support & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.
- Take part in training, development and service planning activities.

5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.

6. Service Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

- Primary contact will be with other officers within the Council, Members, and service users / residents and their representative bodies.

8. Additional Responsibilities

- This profile and job description is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of this role.

9. Key Performance Indicators

- Delivery of the agreed personal Performance Appraisal Objectives.
- Completion of key work tasks within target days, e.g. minutes, and the collation of status reports.

Person Specification

This person specification will be used for recruitment to this vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Study towards a relevant project management professional qualification	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Ability to work flexibly to meet the needs of the service including varying start and finish times as required.	✓	
An interest in developing a career in the field of Project Management.	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Previous administrative experience in a busy environment.	✓	
Experience of using a range of Microsoft Office software and applications effectively, e.g. Microsoft Word, Excel, PowerPoint and Outlook.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Maintain and update project schedules, milestones, and progress reports to keep stakeholders and team members informed.	✓	
Facilitate discussions, document meeting minutes, and follow up on action items to ensure project objectives are achieved	✓	
Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines.	✓	
Strong organisational and time-management skills, with the ability to prioritise tasks and manage workload effectively	✓	
Excellent verbal, written communication, presentation and interpersonal skills, able to analyse data and produce reports/ presentations.	✓	
Able to review processes autonomously and make suggestions for improvements. Shares administrative best-practice across the organisation	✓	
High quality telephone (and email) manner and written skills showing the ability to communicate information clearly, politely and effectively to officers across the Council.	✓	

Builds and maintains positive relationships within their own team and across the organisation	✓	
Able to work as part of a wider team and also individually as required	✓	
5. COMPETENCIES	ESSENTIAL ✓	DESIRABLE ✓
Residents and Community Focus Putting Our Residents First'. Delivers the Customer Care Promise; is welcoming, helpful & polite. Engages, empathises and takes ownership. Gives clear information about service standards and timescales. Treats all customers and colleagues with dignity and respect. Aware of Local Government purpose & Nolan principles including integrity, openness and honesty. Adopts a 'One Council' perspective on service delivery.	✓	
Accountability and Delivery Plans, prioritise & organises workload to meet deadlines. Is quality orientated and accepts responsibility for outcomes (positive and negative). Considers financial implications of service delivery. Cost-conscious, aware of budgetary controls and escalates decisions where appropriate.	✓	
Inspirational Collaboration Engages with Council's vision and priorities and takes 'One Council' view. Actively listens and contributes to team meetings and decisions. Takes responsibility for own development and wellbeing. Encourages constructive feedback and is self-aware of own strengths, wellbeing and development needs. Actively participates in learning activities and applies new knowledge and skills in the workplace.	✓	
Drives Change and Improvement Solution focused, challenges existing practices and suggests new ways of doing things. Willing to try new things, accepts responsibility and learns from own mistakes Remains positive and engages with change and service improvement. Remains open-minded to new ideas.	✓	

Our values

Respect

We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

Collaborative

We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

Efficient

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

Integrity

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

Open and honest

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.