

Job description and person specification

Role

Corporate Projects Officer

Department

Corporate

Salary and grade

£36,962.11 - £39,519.41

Manager

Change and Digital Manager

Job summary

This role will manage key projects that drive the Council's transformation programme and help Hart be ready for Local Government Reorganisation. You'll work with a range of officers and service teams to help plan, coordinate and deliver across a portfolio of improvement, digital and engagement initiatives.

Main responsibilities and activities

1. Take responsibility for the end-to-end delivery of a wide range of corporate based projects. This will include:
 - a. our planned staff and resident survey's
 - b. technical improvements to our website
 - c. embedding yourself in another business area for digital and AI development
 - d. change activities as part of our local government reorganisation programme
2. Monitor project budgets, identifying where costs may exceed planned budget and take action to mitigate this
3. Identify risks, manage agreed actions and monitor the status of risks on an ongoing basis
4. Develop communications plans and ensure regular relevant communication takes place with all stakeholders to effectively manage their expectations
5. Identify and agree project milestones, produce and maintain up to date project plans, and report on project progress.
6. Plan, organise and facilitate meetings with internal teams and external partners
7. Research, review and assess best practice when working on corporate, digital and communication projects

8. Help build and develop relationships across Hart and North Hampshire as part of our programme towards local government reorganisation
9. Provide analysis and reporting on key data when required.
10. Provide a high-quality service for our residents, staff, managers, and external partners.
11. Make customers feel warm, welcome, wanted, and cared for when they are interacting with you.
12. Promote the **HART Values** by:
 - Being **helpful**
 - Being **approachable**
 - Being **responsive**
 - **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

Standard clauses

- To work in an internal and external customer related way in accordance with the Council's core values, and in accordance with adopted policies and good practice.
- To assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.
- To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures, and legislation.
- To comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.
- All employees have a responsibility to ensure they take a vigilant approach at all times to safeguard members of the public, colleagues, and themselves and that they follow adopted procedures and good practice to aid in the identification and effective reporting of any safeguarding concerns.
- In the event of a civil emergency to take on any new roles and responsibilities allocated by Senior Leadership Team, and to be available to undertake any training that maybe required to fulfil this role.

Hart District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must cooperate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

This is not a complete list of all the responsibilities and activities of the job. Some responsibilities and activities may change to meet service needs. These changes will be discussed with the post holder and will not significantly affect the nature or level of responsibility or job grade.

Person specification

We aim to recruit candidates who are committed to our core values. We want customers to feel warm, welcome, wanted and cared for when interacting with Hart District Council.

To achieve this, staff should promote the Hart values by:

- Being **helpful**
- Being **approachable**
- Being **responsive**
- **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

The table sets out the essential and desirable attributes we are seeking for this role.

Attributes	Essential	Desirable	Evidence
Education and qualifications	Education to A-level or equivalent standard	Education to degree level or equivalent qualifications	Application form and certificate

Attributes	Essential	Desirable	Evidence
Experience and knowledge	Knowledge of an established project management methodology and how to run projects successfully Knowledge of statistics, sources of data and research and analysis Experience of working collaboratively with internal stakeholders and external partners to get the best outcomes Understanding of accessibility requirements across websites and digital platform Worked in a customer facing role and understanding of great service Committed to providing high-quality customer service	Experience of working in a Prince2 or equivalent environment Experience of using data and statistics in informing service delivery Worked in local government communications or digital teams Understanding of Local Government Reorganisation	Application form, interview and certificates

Attributes	Essential	Desirable	Evidence
Skills and abilities	Good knowledge of the use of Microsoft Office software: Word, Excel, PowerPoint, Teams Numerate and be able to provide statistical data clearly and accurately Excellent communication and influencing skills, including written Ability and confidence to organise, arrange and administer meetings Ability to take ownership of tasks, challenges, and problems to achieve an appropriate outcome Computer literate and proficient in Microsoft Office software Ability to make customers feel warm, wanted, welcome and cared for	Knowledge of Drupal websites Knowledge of different applications of AI Facilitation skills in workshops and meetings	Application form and interview

Attributes	Essential	Desirable	Evidence
Personal qualities	Enthusiasm and desire to do a good job Ability to work under pressure and manage a busy workload Ability to manage own time Ability to work as part of a team and/or alone as required and use own initiative Commitment to professional and personal development Commitment to delivering the best possible services for residents, and internal and external customers		Application form and interview