

## Portfolio Support Officer

Service:	3C ICT Shared Service
Job title:	Portfolio Support Officer
Grade:	Grade E
Hours of work:	37
Responsible to:	Portfolio Delivery Manager
Responsible for	
Direct reports:	None
Indirect reports:	Matrix Management: Project Task Owners
Budget:	None

### Purpose of Post:

To support the Portfolio Delivery Manager responsible for the 3C ICT Shared Services portfolio by providing support with projects and business portfolio management.

To own the business processes around the governance of the 3C ICT portfolio and projects including the collation of monitoring information regarding ongoing portfolio tasks and oversight of the project commissioning process and lifecycle.

To support the Portfolio Delivery Manager to manage the budget and allocate funding to areas of the service based on priorities.

To communicate the benefits and performance of the 3C ICT Portfolio and ultimately be responsible for the successful operation and continuous improvement of the service

### Key Deliverables:

- Ensure the agreed project management methods, standards and processes are maintained throughout the project lifecycle.
- Assist the Delivery Team and Team Managers in the production and maintenance of project plans and project artifacts.
- Monitor the delivery of portfolio operational tasks.
- Contributing to the design of portfolio trackers, dashboards, process diagrams and similar documentation. This includes effectively obtaining relevant data and providing some analysis for improvement.
- Coordinate resource monitoring across the ICT Team.
- Develop and maintain the project library, filing, recording and reporting systems.
- Develop, document and maintain 3C ICT service and project related processes.
- Support continuous improvement of the service by identifying and incorporating new processes and controls.
- Model resource capacity through the use of IT Project Management tools.
- Develop and implement appropriate configuration management procedures.
- Co-ordinate the timely collation and production of all project/service reports.
- Set up and maintain systems for recording project costs.
- Advise and assist project team members in the application of project procedures, disciplines and recording and reporting standards.
- Maintain portfolio risk and issue logs and change control records.
- Develop and support effective communication mechanisms between the project teams.
- Producing documents, briefing papers, reports and presentations.
- Undertake any other administrative tasks as specified by the Portfolio Manager.
- To ensure all aspects of meetings are organised, agendas developed, and prompt action taken maintaining timely responses to deadlines at all times.
- Undertake any other duties of a similar level and responsibility as may be required from time to time.

**Corporate Responsibility** – assist the Portfolio Delivery Manager in ensuring that all of the above should be undertaken whilst also ensuring that all activities within the service comply within all three Councils Constitutions, standing orders, policies, financial regulations, health and safety, equality and safeguarding responsibilities and to ensure that obligations are met under the Freedom of Information and Data Protection Act.

The service will be delivered from a central hub supporting a number of sites. Flexibility will be required in location dependent upon service needs and the requirement to provide cover at all sites.

<b>Knowledge and Qualifications</b>	<ul style="list-style-type: none"> <li>• Evidence of continuous professional, technical, and personal learning and development</li> <li>• Foundation Project Management qualifications such as PRINCE2, Agile or equivalent</li> <li>• P3O Foundation and/or recognised industry equivalent qualification</li> <li>• Knowledge of data protection, security awareness and confidentiality awareness.</li> <li>• Awareness of Portfolio Governance and reporting tools such as Tech1, JIRA, and SharePoint.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Some experience of successful project delivery would be advantageous but can be learned on the job.</li> <li>• Recent local government experience and a working knowledge of how council services operate</li> <li>• Experience of working in office environment and interacting with other departments and all levels of staff.</li> <li>• Familiar with the project or programme development life cycle and typical problems associated with the implementation of IT projects and programmes.</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to develop effective administration and portfolio support systems</li> <li>• Ability to complete tasks and projects on time and to a high standard, with attention to detail</li> <li>• Ability to work to tight deadlines and under pressure.</li> <li>• Ability to prioritise and manage own workloads.</li> <li>• Is courteous and effective when dealing with people, exchanges information in a tactful and diplomatic manner, able to communicate effectively at all levels.</li> <li>• Clear and concise written and spoken communication skills.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to present written information in a structured and balanced way appropriate to the needs of the reader.</li> <li>• Ability to give advice / persuade / negotiate within the confines of the assigned projects</li> <li>• High standards of information technology skills, experienced user of Office 365 and JIRA (desirable)</li> <li>• Experience of using technology tools appropriate to project management (desirable not essential)</li> <li>• Appreciation of project delivery methodologies (e.g. Agile, Prince2) and their potential to deliver cost effective solutions and governance to the ICT Shared Service.</li> </ul>
<b>Decision Making and Impact on Others</b>	<ul style="list-style-type: none"> <li>• Matrix management responsibilities to ensure 3C ICT Managers complete customer reporting requirements in a timely manner.</li> <li>• Ability to make decisions without needing to go back to ask the Portfolio Delivery Manager.</li> <li>• Makes effective decisions under time pressure</li> </ul>
<b>Communication with Internal and External Customers</b>	<p>Predominantly internal customers across the 3C Shared Service and some external supplier organisations.</p> <ul style="list-style-type: none"> <li>• Internal customer contact 70%</li> <li>• External customer contact 30%</li> </ul>
<b>Personal Attributes and Other Requirements</b>	<ul style="list-style-type: none"> <li>• Attention to detail</li> <li>• Enthusiasm for the role and subject matter</li> <li>• A self-starter with an analytical/logical problem-solving skill set.</li> <li>• To be able to self-assess and learn from experiences</li> <li>• To have patience and flexibility when working with services and delivering outcomes.</li> </ul>

<p><b>HDC values</b></p> 	<p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people's differences and are considerate to their needs.</p> <p><b>Enterprising:</b> We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>
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### Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.