



HM Prison & Probation Service

HQ Job Description (JD)

Band 5

Directorate: Generic - Projects and Programmes

Job Description: Programme Office Support Manager

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JD Evidence	

HQ Job Description

Job Title	Programme Office Support Manager
Group Family	Projects and Programmes
Band	5

Overview of the job	The Programme Office Support Manager will provide a project office function to support programmes and projects
Summary	The Programme Office Support Manager will be required to provide a professional and efficient administrative support service to the Senior Programme Manager/Programme Manager and the Programme Management Office. The job holder will be responsible for developing key relationships with individual HQ Directorate Single Point of Contacts and the wider project leads and sponsors.
Responsibilities, Activities & Duties	The job holder will be required to carry out the following responsibilities, activities and duties: • Provide effective project office management services to the projects and programmes portfolio. • Ensure all project related logistical arrangements are made including ensuring stakeholder meetings are scheduled and actions are accurately recorded and managed. • Maintain all project documentation and be responsible for the configuration management and library of all documentation, including baselining and quality checking. This includes being the Local Information Manager and being responsible for the management of the file structure held under HERM • Responsible for change control and management of all project documentation including the Plans, PIDS and associated project documentation • Act as formal contact point between the NOMS Project and Trade Unions regarding project related issues • Produce ad hoc reports and all other documentation for the Project Executive and other Senior sponsors Manager such a project exception reports, dependency matrix, actions logs, meeting minutes • Ensure the Programme Executive has relevant NEMC and other Senior Stakeholder documentation as required with outstanding actions being followed up. • Coordinate, attend and minute Legal meetings, weekly Delivery Committee meetings, and monthly Union meetings. • Pro-actively manage the actions produced by the various meetings attended. The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The Job holder is expected to accept reasonable alterations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation scheme and shall be discussed in the first instance with the Job Holder.
Behaviours	• Making Effective Decisions • Delivering at Pace • Working Together • Managing a Quality Service
Strengths	It is advised strengths are chosen locally, recommended 4-8.

Essential Experience	N.B. Converting job descriptions to the new Success Profile format means areas captured in experience could also be assessed as a strength. Vacancy managers should use their own judgement to decide where best to assess these. • Effective management, interpersonal and communication skills • Time management and prioritisation skills
Technical requirements	• The job holder will be required to have a PRINCE 2 Foundation or be willing to undertake the necessary training required. • Competent in the use of MS Office products and particularly in the use of MS Word, MS Excel and MS Project.
Ability	

Minimum Eligibility	<i>Please do not alter this box</i> • All candidates are subject to security and identity checks prior to taking up post. • All external candidates are subject to 6 months' probation. Internal candidates are subject to probation if they have not already served a probationary period within HMPPS. • All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.
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Hours of Work (Unsocial Hours) Allowances	
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Success Profile

Behaviours	Strengths	Ability	Experience N.B. Converting job descriptions to the new Success Profile format means areas captured in experience could also be assessed as a strength. Vacancy managers should use their own judgement to decide where best to assess these	Technical
Making Effective Decisions	It is advised strengths are chosen locally, recommended 4-8.		Managing project lifecycles	The job holder will be required to have a PRINCE 2 Foundation or be willing to undertake the necessary training required
Delivering at Pace			Effective management, interpersonal and communication skills	Competent in the use of MS Office products and particularly in the use of MS Word, MS Excel and MS Project
Working Together			Time management and prioritisation skills	
Managing a Quality Service				