



Job Description

Job Title:	Project Support Officer - Creative Places Growth Fund
Directorate/Team:	Strategy, Economy & Net Zero Directorate / Culture & Creative Economy Team
Location:	16 Summer Lane based, with hybrid/travel across the region
Responsible to:	Project Co-ordinators - Creative Places Growth Fund
Responsible for:	n/a
Key working relationships: (internal)	Cross Directorate, WMCA assurance, governance, finance, legal and procurement
Key working relationships: (external)	Central Government Departments, Local Authority partners and project or programme delivery leads/providers, wider project, or programme level stakeholders.

Purpose of the Post

The Creative Places Growth Fund Project Support Officer will work closely with colleagues in the Culture and Creative Industries Team, the wider Economy Delivery team and the Programme Management Office (PMO) to support the WMCA in managing Creative Places Growth Fund programmes and projects and manage procedures relating to the administration and progression of projects within the team.

Accountabilities

To provide a comprehensive project management support service by using project / programme management tools, guidance, and advice to support Creative Places Growth Fund Project Co-ordinators and the Creative Places Growth Fund Delivery Manager. To support in ensuring that programme and project outcomes and deliverables are achieved within agreed time and budget limits.

Working with WMCA colleagues to set up funding agreements, support programme and project management processes, communicate effectively with partners, and coordinate the performance management and monitoring to meet the requirements of Government and WMCA using a blend of technical and relational skills.

Responsibilities

Strategic

- Working flexibly and proactively, with integrity, to meet the needs of the WMCA Creative Places Growth Fund Programme and the Culture & Creative Economy Team.
- Providing support to corporate aims and objectives and business plan.
- Contributing to the continuous improvement of project management processes.

People

- Building effective relationships, working collaboratively across WMCA, local authorities, national government departments and other partners.
- Liaising with project stakeholders to gather and disseminate information and support project/programme management and monitoring. Monitor outputs and outcomes with project leads, collating and summarising these.
- Responding to communications from stakeholders in a timely manner.

Operational

- Ensuring key project/programme documentation is kept up to date, including plans, RAID log, lessons learned log, and workstream budgets.
- Preparing programme/project reports in accordance with a schedule including change requests as and when needed.
- Contributing to the ongoing development, maintenance, and review of risk and issue management plans, processes, and associated documentation.
- Providing full meeting support to Boards/Groups/Forums that have been established to support project development/implementation, including coordination and circulation of agenda and papers, recording, monitoring, and progressing actions.
- Collating, organising, and presenting information from project/programme activities to support accurate reporting and monitoring, decision making, dissemination of learning, and end of project/programme evaluation.
- Contributing to the development and execution of communications plans and materials to support project/programme activities.
- Maintaining essential documentation for projects and programmes drafting change requests to adapt the project/programme.
- Providing general coordination support for the programme including grant applications rounds, decision making, governance processes and accompanying skills development programme decision panel and stakeholder group.

Financial

- Providing team-wide finance support, ensuring purchase orders are raised, invoices are processed in a timely manner and procurement requirements adhered to, in accordance with WMCA systems and processes.
- Liaising with contractors, tracking order progress and recording when goods and services have been received to ensure swift payment and satisfactory service has been provided.
- Supporting monitoring of grant processes.

Other

- Undertaking such tasks as may reasonably be expected commensurate with the scope and level of the role.

Person Specification

Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
	E	D	A	I	T
Experience					
Experience of administering programme management and reporting processes	X		X	X	
Experience of supporting project delivery	X				
Experience of leading on the development of project application processes and documentation		X	X	X	
Experience of monitoring dashboards, reports and tools to report progress to Boards and Committees.	X		X	X	
Experience of working alongside finance professionals to administer clear financial reporting processes for business programmes		X	X	X	
Experience of implementing risk, issue and change control processes and templates		X	X	X	
Skills / Knowledge					
An understanding of programme/project management and reporting processes including stakeholder management, information management, risk and issues management, monitoring and control, change management, financial monitoring	X		X	X	
Strong analytical skills with a high attention to detail.	X		X	X	
Strong communication skills, able to use written and verbal briefings to convey complex information succinctly	X		X	X	

Strong interpersonal and organisational skills and an ability to work under pressure, able to deal with differing demands of funders (Government departments) and project delivery organisations	X		X	X	
Intermediate/Advanced skills in using Microsoft Office products (Word, Excel, PowerPoint, Outlook) and virtual meeting software.	X		X	X	
Ability to work in an environment where programme/project deliverables and processes may be uncertain or change over time, and support development of new approaches and change management		X	X	X	
Qualification / Education / Training	E	D	A	I	T
Degree in a relevant subject or equivalent professional experience		X	X	X	
A good standard of education, including maths and English at GCSE or equivalent level.	X				
Formal project management qualification, such as PRINCE 2 Foundation.		X			

Key: A = Application, I = Interview, T = Testing/Assessment

Core Expectations	
Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values		
Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.		
Value	Competency	Behaviour
Collaborative	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Additional Post Requirements

Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Job Evaluation Details

Date Evaluation Agreed	Job Family	Level/Grade	JEP Reference
		SP24-SP28	