

Job Description

PROJECT CO-ORDINATOR

Service:	Digital Services	Team:	Design & Implement / Operate / Strategy & Assurance
Location:	Preston		
Salary range:	£25,979 - £29,777	Grade:	6
Reports to:	Senior Project Manager <i>or</i> Solution Delivery Manager	Staff responsible for:	None

Job Purpose

To be responsible for co-ordinating commercial and technology-based project deliverables, within a specified service or functional area, to agreed performance targets, budgets and timescales. They will provide support to the operational management of more substantial projects and programmes using established project management techniques and a degree of technical and commercial understanding. They will typically work within a matrix management environment.

Accountabilities/Responsibilities

- Negotiates and defines a detailed step plan for delivery (introduction, migration, rearrangement, and cessation) and monitor all stages of the project checking then initiating action as appropriate. Responsibilities include jeopardy monitoring and management.
- May provide pre-sales support for bids and prospects. May have responsibility for managing and co-ordinating the launch of new services in ICT and defining customer requirements.
- Customer point of contact during implementation phase. At the more senior level incumbents manage large contracts/programs.

In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility. It is not intended to be either prescriptive or exhaustive and will inevitably change. You may be required to undertake other activities of a similar nature that fall within the remit of your area of work, as directed by service management, and this may entail working from other locations

Other

- Behave in a manner that ensures the dignity at all times of all staff and customers.
- Demonstrate behaviours that encourage harmonious working relationships with and between staff, customers and suppliers.
- Be accountable for self-development in equality practice and issues through active participation in associated learning programmes.

- Take all necessary steps to ensure that the provisions of General Data Protection Regulations and related legislation are observed to protect the dignity and rights of the individual.
- By adhering to documented procedures, play an active role in the achievement and support of all Quality Standards within Lancashire County Council.
- To comply with relevant policies and practices relating to training and development, including a regular development appraisal.
- Undertake, wherever required, other responsibilities and duties including work related to 3rd party external business, on behalf of the service, where this is commensurate with the grade of the post. This may entail working from other locations.
- Be responsible for ensuring that all duties and responsibilities comply with all statutory requirements and with policy and procedure.
- Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility at the time of writing. It is not intended to be either prescriptive or exhaustive and will inevitably change.
- Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required, at the grade or lower.

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification *PROJECT CO-ORDINATOR*

Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Qualifications:		
GCSEs Maths and English (at Grade A*-C or Grade 9-4) or equivalent	E	AF
Experience:		
Supporting the delivery of projects	E	AF, I
An appreciation of PRINCE2 methodology	D	AF, I
Familiarity and practical use of MS Office including MS-Word, Excel and Outlook	E	AF, I
Knowledge and skills:		
Good customer service, technical ICT and commercial knowledge	E	AF, I
No formal project management training is essential, but good co-ordination skills are required	E	AF, I
Can negotiate and define a detailed step plan for delivery and monitor all stages of the project	D	AF, I
Pre-sales support for bids and prospects	D	AF, I
Defining customer requirements	D	AF, I
Customer point of contact during implementation phase	D	AF, I
Strong coordination of project activities	E	AF, I
Maintenance of project records and documentation	E	AF, I
Seeks guidance from project managers	D	AF, I
Able to collate project information including financial data	E	AF, I
Able to provide project support in meetings	E	AF, I
Ability to work in professional and tactful manner when dealing with staff and clients	E	AF, I
Ability to display resilience, energy, reliability and composure when working to project deadlines	D	AF, I
Removes barriers to Right-First-Time delivery to customers	D	AF, I
Provides a sense of urgency for delivering, whilst ensuring quality is maintained	D	AF, I

Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Consistently delivers on commitments, even when under pressure	D	AF, I
Develops open and honest relationships with colleagues, customers and partners	D	AF, I
Communicates news - good or bad - clearly, promptly and honestly	D	AF, I
Totally focused on service delivery and customer satisfaction	E	AF, I
Committed to continuous improvement, enabling the delivery of solutions that provide an increase in efficiency and reduced costs	D	AF, I
Committed to working together based upon one team sharing ideas, knowledge and resources, shared understanding and mutual trust	E	AF, I
Committed to improving the levels of service to all customers	D	AF, I
Other (including special requirements):		
Flexibility and commitment and present a professional image at all times	D	AF, I
Committed to improving the levels of service to all customers	D	AF, I
Flexibility to attend meetings outside of normal office hours	D	AF, I
Office-based with off-site as required	D	AF, I
Display the LCC values and behaviours at all times and actively promote them in others	E	AF, I
Commitment to equality and diversity	E	AF, I
Commitment to health and safety	E	AF, I