



PERSON SPECIFICATION

Post Title:	Programme & Project Coordinator
Portfolio:	Programme Management Office
Responsible to:	Head of the Programme Management Office
Responsible for:	N/A
Grade:	D

Job Purpose

To improve the lives of all within our community and help the island thrive by the delivery of effective project functions. Working within the Programme Management Office (PMO) the Programme & Project Coordinator will help ensure the successful delivery of SHG's projects and programmes

Given the importance of good project management, SHG is seeking to improve programme/project delivery within the public sector, and ensure good governance is at the heart of the decision making of the organisation. In this important role, the Programme & Project Coordinator will be expected to collaborate with all functions of the PMO, including elements of project planning and delivery, as well as work to improve overall project and programme capacity.

Main Duties and Responsibilities

In the below, the terms Project, Project Manager and Project Management, all refer to both Projects and Programmes.

1. Responsible for all organisational functions related to the projects for the PMO, including but not limited to: review and distribution of documentation, meeting planning and preparation, and responsibility for coordinating and overseeing the delivery of post meeting actions.
2. Responsible for maintaining comprehensive, organised, and accurate project files.
3. In association with the Project Managers support the day-to-day project management, communication and coordination of projects.
4. Responsible for project administration for effective governance, including project reporting, project finance management, and other project management tools and templates.
5. Design and implement mechanisms and tools for capturing and presenting project finances.
6. Collaborate with Project Managers, Corporate Procurement and AG's Chambers in the preparation of procurement documents such as terms of reference and contracts, and thereafter be responsible for the administration of such where appropriate.
7. Be the primary interface between external Project Managers and the PMO. Assisting them with frontline queries on completion of templates and application of processes.
8. Be the driver for internal and external stakeholder engagement to ensure the needs and opportunities are being met by the project effectively. This will include preparation of



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stakeholder analysis and communications plans as well as organisation and attendance of public consultations and other forums.

9. Work with the Project Management team to resolve project related concerns from stakeholders.
10. Liaise with the Head of Communications for public communications on all PMO related matters, including the preparation of Press Releases, Announcements and media interviews.
11. Have significant input and thereafter be responsible for monitoring, the implementation of PMO and project related initiatives, at the planning, implementation and review stages.
12. In association with the Head of PMO, design and implement development programmes for capacity building in key project related skills and practices.
13. Provide guidance to support officers and supervise outputs on specific tasks. Oversee the induction & training of new support officers.
14. Work with Project Managers on analysing, evaluating, and managing risks and opportunities for the successful completion of projects.
15. Lead ongoing continuous improvement of an efficient, and effective PMO. Develop and hone processes and ways of working where required.
16. Build awareness and understanding of Project Management processes within the wider system.
17. Advocate for the PMO approach to Project Management and strategy delivery throughout all areas of the Public Service.

Special Conditions

Occasional out-of-hours working in order to ensure efficient/effective service delivery.

This is a new role and it will develop as the service develops; that will require the ability to be flexible and adaptable and able to work in uncertain or ambiguous conditions as the role develops.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.



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Core Competency Framework

Competency	Level
Professional Development: Requirements for Continuous Professional Development met and when necessary submitted to Professional Institute in order to continue recognition of professional status	iii
Planning & Delivery of Work: Plans and organises work to meet individual, team and directorate/departmental objectives whilst achieving quality and value for money. Identify information needs and ensures delivery to plan in a timely and effective manner. Recognises good and tackles poor performance.	iii
Analysis and use of Information: Outputs, including the evaluation of policies, projects and programmes are evidence based and decision making solutions are established by interpreting trends.	iii
Decision Making: Solves problems that have significant short-term implications for the directorate and assesses the impact of decisions made. Decisions are formed based on trends, patterns and causes rather than just symptoms and is evidence based and made in compliance with policy guidelines.	iii
Working with Others: Engages effectively with senior managers and other stakeholders using a range of communication mechanism, and shares and implements good practice with all.	iii
Communication: Ensure important messages are understood and written communications are well structured and have a clear meaning. Presents information that have a positive impact on others and engages with them to understand their needs.	iii
Influencing and Persuading: Encourages, provides and is receptive to constructive feedback to improve performance of self and team. Remains constructive when disagreeing or challenging and ensures alternative approaches to work are effective in meeting the organisation and individual needs.	iii
Dealing with Change: Supports colleagues through periods of change by promoting goals or new initiatives, and new ways of doing things. Is responsive to constructive feedback and addresses obstacles to change.	iii
Continuous Improvement: Willing to learn and develop self and team in job role to work effectively.	ii
Managing Resources: Works within appropriate guidelines and capable of dealing with varied situations with limited guidance.	ii



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Criteria	Essential/ Desirable	Application Form	Selection Process
Qualifications:			
GCSE's at Grade C or above in Mathematics and English	E	✓	
Level 3 qualification in a relevant subject/s	D	✓	
Foundation level qualification in Project Management such as APM PFQ or PRINCE 2 Foundation or willing to work toward	E	✓	
Knowledge & Experience:			
Considerable experience in a similar high level position.	E	✓	✓
Understanding of project and programme management aspects – e.g. lifecycle, project proposals, procurement, stakeholder management.	D	✓	✓
Demonstrable knowledge of project processes, financial management principles, and procurement.	D	✓	✓
Confident in using ICT systems relevant to role, including Management Information Systems and MS Office	E	✓	✓
Experience of dealing with the public and other external stakeholders.	E	✓	✓
Experience of working with confidential and commercially sensitive information.	E	✓	✓
Skills and Abilities:			
Excellent verbal, written and presentation skills, including the ability to explain complex ideas and engage people	E	✓	✓
Demonstrable experience of good quality report writing and correspondence skills that demonstrate the ability to provide clear and coherent information	E	✓	✓
High level of interpersonal skills with the ability to engage with all levels of stakeholders	E	✓	✓
Excellent time management and planning and organisation skills	E	✓	✓
Able to work independently and using own initiative	E	✓	✓
Other:			
Willingness to work flexibly – some weekend and evening work may be required.	D		✓
Contribute to a positive working environment ensuring commitment to equality and diversity.	E		✓



PERSON SPECIFICATION

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.