



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> PMO Apprentice	<b>Role Profile Number:</b> N/A
<b>Grade:</b> Apprentice rates	<b>Date Prepared:</b> January 2021
<b>Directorate/Group:</b> Corporate Projects Team	<b>Reporting to:</b> Senior Project Manager (PMO)
<b>Structure Chart attached:</b>	No

### **Job Purpose**

- Working as part of the Corporate Projects Team specifically in the Project Management Office (PMO), liaising with internal sponsors, supporting to ensure that projects are developed and delivered through established project management principles and supporting the Senior Project Manager in PMO tasks and activities

### **Key Accountabilities**

- Arrange, support and minute project meetings
- Draft written and verbal reports to project board and, subject to approval, Cabinet Member or Committees as required
- Be responsible for carrying out post implementation reviews and audits in pursuit of continuous improvement
- Carry out daily PMO tasks such as responding to email requests and carrying out quality assessments and reviews
- Monitor PMO and Ideas mailboxes and allocate queries accordingly
- Manage resources e.g. equipment or facilities. Organise meetings and events, take minutes during meetings and create action logs as appropriate
- Draft correspondence, write reports and be able to review others' work. Maintain records and files, handles confidential information in compliance with the organisation's procedures

### **Knowledge & Experience (preferred but not essential)**

- Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data
- Produces accurate records and documents including: emails, letters, files, payments, reports and proposals

- Exercises proactivity and good judgement. Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way. Seeks advice of more experienced team members when appropriate
- Builds and maintains positive relationships within their own team and across the organisation. Demonstrates ability to influence and challenge appropriately. Becomes a role model to peers and team members, developing coaching skills as they gain area knowledge.
- Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms. Uses the most appropriate channels to communicate effectively. Answers questions from inside and outside of the organisation, representing the organisation or department.
- Completes tasks to a high standard. Demonstrates the necessary level of expertise required to complete tasks and applies them self to continuously improve their work
- Able to review processes autonomously and make suggestions for improvements. Shares administrative best-practice across the organisation
- Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines

**Qualifications**

- Where a business administrator has not already achieved Level 2 English and Math’s, they must do so before taking the end-point assessment

**Review Date:**

- The apprenticeship will be reviewed after 18 Months

<b><u>Job Scope</u></b>		
<b>Number and types of jobs managed</b> <ul style="list-style-type: none"> <li>• None</li> </ul>	<b>Budget Holder Responsibility</b>	No
<b>Typical tasks supervised/allocated to others</b> <ul style="list-style-type: none"> <li>• Project Actions</li> </ul>	<b>Asset Responsibility</b>	None

**Contacts and Relationships** *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Contractors and SBC operational staff
- Officers and Senior Managers
- Members of the public
- External consultants

## **Values & Behaviours**

We strive to underpin our culture of being At our Best through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name::
<b>Date:</b>	