



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: PMO Apprentice	Role Profile Number: N/A
Grade: Apprentice Salary:	Date Prepared: Aug 19
Directorate/Group: Corporate Programmes & Innovation	Reporting to: Senior Project Manager
Structure Chart attached:	Yes

Job Purpose

- Working as part of the CPI Project Management 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

- Prepare project documentation for multi-disciplinary, in-house and partner project teams, including the development of project/scoping briefs and business cases with project sponsors
- Arrange, support and minute project meetings
- Act as the point of contact for all stakeholders and external parties concerning progress of specific projects
- When required, support the project manager in the delivery of projects
- 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
- Manages resources e.g. equipment or facilities. Organises meetings and events, takes minutes during meetings and creates action logs as appropriate
- Use relevant project management principles and tools to scope, plan, monitor and report. Plan required resources to successfully deliver projects in a supportive role
- 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 3 years.

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

Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	

