

MALDON DISTRICT
COUNCIL

Princes Road
Maldon
Essex CM9 5DL

www.maldon.gov.uk



Project Administrator

(FM18 SD09)

Job Title	Project Administrator
Service Area	Strategy, Performance & Governance
Grade	D (SCP 13-16)
Job Reference	FM18 SD09

Reporting to	Responsible for
Programmes, Performance & Governance Manager	Not applicable

Team Purpose
To enable the council to make informed and robust decisions in the right way and own the corporate approach to performance management.

Role Purpose
To assist with the delivery of the council's aspirations and priorities through effective and efficient systems of performance management, programme management and project management.
To ensure that the Corporate Strategy is delivered through programmes, projects, policies, services and partnerships by commissioning and working collaboratively with other parts of the Council and key partners.

Key Accountabilities
<ul style="list-style-type: none"> • Ensure that project information is captured on all corporate projects and programmes • Flag for programme board review any issues and variations on individual projects and programmes • Ensure that all projects comply with the approved documentation for projects and programmes • Capture actions and decisions from programme boards

Key Objectives	
Working with customers	Work closely with colleagues and stakeholders to support, commission and develop strategic initiatives and policies.



Key Objectives	
	Work with colleagues to improve customer service and highlight opportunities for empowering customers further.
Working towards the Corporate Plan	Monitor and report progress on the delivery of the Corporate Plan.
Knowledge of services	Excellent understanding of services across the council and a good knowledge of the terminology and acronyms used by the services.
Using systems effectively	Strong IT skills and ability to learn new systems quickly and effectively.

Specific Tasks	
Team work and working with others	Working collaboratively with specialists across teams to provide a seamless service to customers, collaborating on strategy, corporate projects and managing key relationships with customers across the council and other stakeholders as appropriate.
Enquiries, reports and service requests	Providing internal and external advice. Developing and maintaining relationships with key stakeholders and partners. Prepare reports to council committees or other internal or external meetings as required.
Processing and administration	Accurately update all relevant information systems, both customer and back office ensuring that the "golden customer record" is maintained through verification and validation and in accordance with Data Protection principles.
Ability to support corporate projects	Contributing to strategy, performance and quality control and service / financial planning.
Strategy and policy	Provide and input to corporate strategy and policy and corporate programmes as required.
Performance	Contribute to the development of performance and quality control KPI's.



Qualifications

Educated to A Level standard/NVQ 3 or relevant experience in Performance & / or Programme Management.

Knowledge, Skills and Experience

Good working knowledge and experience of performance, project management, and business improvement techniques and programme planning process. Excellent analytical, communication and presentation skills. Proven ability to engage people in complex issues.

Specialist Knowledge

Understanding of project and programme management.

Special Requirements

Emergency Planning	This post will be on occasions required to take part in the council's emergency planning training, and may be called upon in the case of such an emergency. Where necessary this will include unsociable hours.
Election Duties	This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours. A separate payment for election duties will be made as determined by the regional Elections Committee.

Standard Terms

1. To comply with appropriate legislation, service and council policies.
2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the council's health and safety policy and procedures.
3. To support and be committed to the council's policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults and expects all staff and volunteers to share this commitment.
4. To support the council's equalities and diversity policies.
5. To operate within the council's IT policies and data protection rules and regulations.
6. To operate within the council's financial regulations.



	<p>7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines.</p> <p>8. To participate in internal committees and departmental working parties to ensure continuous improvement as required.</p> <p>9. Any other reasonable duties as may be required from time to time</p>
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Competency Framework

Central to the delivery of the role are the council's values and behaviours and all employees are expected to work within the council's Competency Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

Maldon behaviours [competencies]: see the framework in the Performance Review Toolkit for a full list behavioural indicators	
Core Competencies - All Workforce	
Communicating	Expressing information in the best way and timescales that ensure clarity and understanding and responding in the most appropriate manner.
Managing and Leading People	Providing direction and support to those we work with to ensure service excellence.
Customer Focus	Taking into account customer needs, striving to meet them and providing the best service to our customers and colleagues.
Planning and Managing Work	Planning and managing work to meet individual, team and service objectives whilst achieving quality and value for money.
Analysis and Problem Solving	Assessing and interpreting information in order to support work activities, identify issues and aid problem solving.
Initiative and Decision Making	Taking the right action, based on what we know and being responsible for what happens.
Developing Self	Committed to developing own skills, knowledge and abilities to enhance capability.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In



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pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.

This post is not a politically restricted post.

Signed (Job Holder):		Date:
Signed (Service Lead):		Date:

