<p style="text-align: center;">**CENTRAL PMO RESOURCE**</p>

System & Project Co-ordinator, Governance & Systems Team

This document is to give an idea of the sort of work the role would undertake. On the job training would be given to allow the candidate to be comfortable with the tasks detailed below.

Governance Tasks:

Experience: An understanding of Project & Programme Management principles and best practice in relation to record keeping and governance

- Providing guidance on project governance to customers of the Change Programmes Service via email, Teams and meetings
- Chair of the Governance Team meetings, including agenda and action management
- Initial Quality Assurance of submitted Business Cases, Closure Documents and Change Requests
- Initiate reminders for, monitor submission and quality assure monthly project highlight/progress reports, including escalation of issues
- Deputising for Technical Specialist where appropriate
- First point of escalation for governance related issues
- Liaison with other governance specialists in Change Programmes either for guidance or sharing of information

System related tasks:

Experience: Some experience in IT system administration

- IT system user maintenance
- General system administration such as moving items between lifecycle stages, approvals, deletions or amendments of records, logging decisions
- System configuration including requirement gathering, updating change log, and comms as necessary
- Ongoing user training and comms, including introducing new features/updated functionality
- Deputising for Technical Specialist where appropriate
- First point of escalation for system related issues

Generic Tasks:

Experience: Office administration, excellent written and oral skills, experience with all MS Suite products

- Maintaining the team inbox, responding to queries relating to both system and governance via Teams, email and meetings
- Administrative support for
  - System User Group
  - Investment Panels
  - Council Delivery Plan monitoring and reporting, as well as the annual refresh process
- Support for wider Change Programmes governance activity including:
  - Risk management
  - Benefits management
  - Resourcing – cross charging & Change Programmes resource to project/programme mapping data
  - Centre of excellence and support for related CI activity