PERSON SPECIFICATION

Post:	Project Officer
Job Family/ Grade/Level:	Business Support 2C, Grade 5
Summary of Role:	Reporting to the Design & Innovation Lead, key responsibilities include: • Support the identification of change opportunities enabled by design-led approaches and data. • Work as part of a team and engage with a wide range of stakeholders to drive forward agendas. • Support the council in managing the delivery of various programmes. • Support council services and arm's length organisations in the delivery of their programmes.

CRITERIA	ESSENTIAL	DESIRABLE	EVIDENCE
Education, Qualifications & Training	• Design degree or equivalent	• Project management experience	Application form, Certificates and interview
Skills	• Ability to plan and organise own work, co-ordinating with other team members as required to achieve outcomes. • Ability to work unsupervised and to agreed timescales. • Able to use resources to respond to customer needs or problems. • Can work in fast paced environment, frequently under pressure. • Can absorb large amounts of conflicting information and use it to produce simple designs. • Can prioritise and define approaches to understand the user story, guiding others in doing so and can offer recommendations on the best tools and methods to be used. • Knows how to manage stakeholder expectations. Can be flexible and capable of proactive and reactive communication. • Knows how to work collaboratively within a group, actively networking with others and varying feedback for the appropriate time to ensure the discussion sticks. • Excellent working knowledge of Adobe Creative Suite and ability to work on a mac. • Positive, flexible, proactive 'can-do' attitude; embraces change and willing to develop though training, CPD and continuous improvement.	• Ability to influence team members and stakeholders to achieve successful outcomes and process improvement. • Acts on own initiative to sort out difficult situations/problems, reviews various options and knows when to refer suggested solutions appropriately. • Strong organisational skills, working on multiple projects with conflicting deadlines and priorities • A general understanding of research methods and approaches. • Experience of project evaluation methods e.g. qualitative and quantitative analysis. • Demonstrable experience in community engagement (any type of community) and ability to engage with those groups. • Interest in technology: Open and willing to embrace the latest technology, able to translate 'tech-speak' into layman's terms. •	Application form, Certificates and interview
Knowledge	• Working knowledge of relevant whiteboarding tools e.g. Miro, Mural	• Awareness of the work of council services. • Facilitation skills.	Application form, Certificates and interview

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Other	• Shows a realistic understanding of putting theory into practice.	• Shows a realistic understanding of overcoming barriers and challenges.	Application form, Certificates and interview
Competencies			
Personal Effectiveness- Communicating (L1) Self Development (L1) Decision Making (L1)	• You get on well with people by explaining your ideas clearly so that they understand you. • You're a good listener. • You write clearly when needed and in a way that people can understand. • You know results you need to achieve and how to achieve them. • You ask other people for their opinions.		Interview
Providing Excellent Customer Service – Collaboration (L1&2) Customer Orientation (L1)	• You work with other people to find ways of solving problems. • You work flexibly and are happy to help other employees. • You try to get everyone to work together and help to create a sense of team spirit. • You provide a professional and high quality service.	• You build strong relationships with colleagues and customers to achieve the right outcome on shared tasks.	Interview
Managing Change – Attitude (L1)	• A positive attitude to new ideas and ways of working. • Able to cope with change and handle situations that are unclear. • Able to see the good that change can bring and express these views to others.		Interview
Delivering Results – Planning (L1)	• You ask for help when you need it. • You are realistic about the time you need to do a job and will escalate any difficulties in achieving this. • You prepare in good time for any future work you need to do. • You organise your work by thinking about deadlines, promises and how important the different tasks are.		Interview