

Job Description

Job Title:	Project officer
Responsible to:	Head of Digital and Technology

The Trusts values and behaviours, the Wilf Ward Family Trust Way, play an important part to the expectations around how you perform in the role.

Purpose of the Role

A key pillar of the Trusts forward plan is to digitally transform the way we work. Adopting digital, data and technology will be essential to achieving the Trusts goals and building and maintaining a competitive advantage.

This role is to support and drive all aspects of the day-to-day operational delivery of key digital projects as we progress through our programme of digital transformation - helping achieve the Trust's vision of enabling extraordinary lives through outstanding support.

Role Responsibilities and accountabilities:

Our project officers will be responsible for the following:

Accountability

1. Providing high quality operational management across all aspects of project activities.
2. Working with colleagues (both internal and external) to ensure that projects deliver expected outcomes – particularly in terms of impact, quality, value for money.

Commitment

3. Be responsive and proactive in identifying risks and opportunities, working with colleagues to agree appropriate corrective actions.

Communication

4. Managing relationships with staff across the Trust, sub-contractors and partners through effective communications.
5. Ensuring all stakeholders are well informed and reporting and governance requirements are met in a timely fashion.

6. Delivering, and supporting the delivery of, systems/process training and familiarisation sessions to varied audiences.
7. Communicate in a way that recognises difference and ensures that people's individual communication needs are met, including those of the individuals we support.

Decision Making

8. Work with a range of stakeholders to understand requirements, shortlist suppliers and support final selection.

Leadership

9. Deputising for designated Project Leads, providing effective continuity.
10. Championing digital initiatives and effective digital ways of working.

Respect

11. Respecting all colleagues by demonstrating The Wilf Ward Family Trust's Values in Practice.

Working Together

12. Work closely with the Trusts Strategic Project Lead, leading and supporting project related activities such as requirements gathering, business analysis and reporting alongside a range of colleagues and individuals we support.
13. Work with people from across the Trust and provide support to managers & other colleagues as appropriate.

This job description outlines the main duties of the post but does not exclude other duties as requested by the Head of Digital and Technology.

Outcomes

To be successful in this role, the post holder will achieve the following outcomes:

1. Smooth project delivery through effective project management and governance.
2. Successful integration of new digital systems into daily Trust life.
3. Colleagues well-informed and updated on project progress.
4. Contribute to the successful delivery of the Trust's strategic plan: Extraordinary People, Extraordinary Lives.

Qualifications and Experience

Essential

- Experience delivering projects through traditional or agile project management methodologies, including project plans, risk registers and writing project reports.
- Experience facilitating requirements gathering workshops across a range of stakeholder abilities.
- Sound analysis and problem-solving skills.
- Experience of working with a range of internal and external stakeholders, including external partners.
- Proven ability to prioritise, delegate and meet challenging deadlines.
- Time management and dealing with competing priorities and pressures – ability to manage own workload, hold yourself and others to account and, communicate clearly and collaborate effectively with colleagues.
- Confidence using digital systems and technology, in particular the Microsoft 365/Online suite of tools (Sharepoint, Onedrive, Teams, Office 365).
- There is an expectation of travel around the Trust sites making a current full driving license essential.

Desirable

- Experience using modern project management tools such as Asana, Monday.com, Notion, etc.
- Experience delivering successful technology implementation projects.

Personal Qualities Include:

You should be an organised, self driven individual with excellent attention to detail and a passion for driving outcomes:

- Self-motivated and dynamic
- Strong interpersonal and relationship development skills
- Excellent communication skills with the ability to influence, negotiate and establish credibility to represent the Trust and form positive relationships with colleagues, individuals, suppliers, external partners and potential partners.
- A can-do mentality
- Demonstrable resilience traits, highlighting your ability to face and adapt to challenges to overcome them

The values promoted by the Trust are applicable in how we engage with and assist all the Individuals we support, and in how we interact with our colleagues. We strive to develop a culture based on well-intentioned feedback, challenge, and continuous improvement.

We expect our colleagues to demonstrate our values through practice and this means:

- Keep the person at the centre of everything we do
- Value, respect and develop people
- Maintain inclusive and respectful relationships
- Listen, learn, reflect, and grow
- Act with honesty, fairness and integrity

Proposed Digital team structure

