

Job Title	Senior Project Support Officer
Grade	C
Function	Project Delivery and Change
Job Purpose	The Senior Project Support Officer role is pivotal in supporting the delivery of programmes and projects which are aimed at optimising the way in which CQC regulates. The role plays an important role in supporting the team to promote and deliver a wide range of changes that are both diverse and complex in nature. This role offers the opportunity to work autonomously, take responsibility for discrete tasks and therefore provides a good basis for development.
Accountabilities and Responsibilities	<p><b>The role holder will be responsible for the following:</b></p> <ol style="list-style-type: none"> <li>1. Ensures that teams bond and attends monthly face to face 1-2-1s and quarterly full team meetings as a minimum.</li> <li>2. Implement and maintain the appropriate systems to enable effective planning and scheduling of the project.</li> <li>3. Establish and maintain project controls, keeping the project manager aware of the project status.</li> <li>4. Prepare project performance reports (including but not limited to; status, resources, plans, finances, KPI's, costs, and reviews), presenting statistics and researching new information.</li> <li>5. Performs analysis of project reports and key artefacts to identify any themes and works with the Project Manager to address as required.</li> <li>6. Ensures that project risks and issues are managed effectively with accurate and timely updates. Supports the Project Manager to identify and manage mitigations as required.</li> <li>7. Ensures that programme and project documentation remain up to date and that change control is exercised accordingly across critical products.</li> <li>8. Manage and monitor the compliance of the project with the relevant organisational policies e.g., Departmental Security, Health and Safety, Equality and Diversity.</li> <li>9. Work with the Lead Project Manager to identifying, develop and deploy project resources. Manage workforce planning, providing information for effective decision making to the Project Manager.</li> <li>10. Is a visible advocate of the programme/project and guides team members/stakeholders through PO processes and tools.</li> </ol>

	<p>11. Manage professional relationships with a wide range of internal and external stakeholders, and act as lead point of contact for some external parties. Draft and sign-off correspondence.</p> <p>12. Monitor project spend and contribute to the compilation of budgets and the development of the business case.</p> <p>13. Supports the Portfolio Office in undertaking assurance activity, taking responsibility for overseeing the co-ordination of issues, risks and any other documents that require control.</p> <p>14. Supports the project team by arranging and facilitating meetings alongside co-ordinating and pulling together agendas.</p> <p>15. Supports Project/Programme Board meetings, by taking minutes, documenting key decisions, escalations, and actions, producing concise and timely outputs from board discussions.</p> <p>16. Manages discrete, non-complex, small project initiatives.</p> <p>17. Role models inclusive behaviours in everyday interactions.</p> <p>18. Promotes a culture of respect and fairness and understands personal responsibilities around delivering against CQC diversity and inclusion strategy.</p> <p>19. Demonstrate competence and supports others to achieve behavioural excellence through our Success Profiles (<a href="http://cqc.local">Success Profiles (cqc.local)</a>) ensuring yourself and those you work with are the best that they can be.</p> <p>20. Role models and supports others to instil our values into everything that we do.</p>
Skills and experience	<p><b>Essential:</b></p> <p>21. Experience of working on programmes or projects with a good understanding of role responsibilities in this context.</p> <p>22. Good knowledge, experience and understanding of project and programme methodologies (e.g., PRINCE 2, MSP, AGILE).</p> <p>23. P3M3 qualified</p> <p>24. Tenacious, with an eye for detail and ability to pre-empt and solve problems.</p> <p>25. An ability to build effective relationships with stakeholders at all levels.</p> <p>26. Strong interpersonal skills with an ability to work in a matrix environment.</p> <p>27. Some experience of identifying, assessing, and managing risks and issues.</p> <p>28. Excellent organisation and administrative skills.</p> <p>29. Highly proficient IT skills in Word, Excel, PowerPoint.</p>

	<p><b>Desirable:</b></p> <p>30. Knowledge and experience of the Health and Social Care sector and/or Regulatory organisations.</p> <p>31. Knowledge of service design and agile delivery practices.</p> <p>32. Project / Programme / Portfolio Management qualification (e.g., PRINCE2, MSP, MOP).</p>
<p><u>Values &amp; Behaviours</u></p> <p><b>Excellence</b></p> <p>In my work for CQC:</p> <ul style="list-style-type: none"> <li>• I set high standards for myself and others and take accountability for results.</li> <li>• I am ambitious to improve and innovate.</li> <li>• I encourage improvement through continuous learning.</li> <li>• I make best use of people's time and recognise the valuable contribution of others.</li> </ul> <p><b>Caring</b></p> <p>In my work for CQC:</p> <ul style="list-style-type: none"> <li>• I am committed to making a positive difference to people's lives.</li> <li>• I treat everyone with dignity and respect.</li> <li>• I am thoughtful and listen to others.</li> <li>• I actively support the well-being of others.</li> </ul> <p><b>Integrity</b></p> <p>In my work for CQC:</p> <ul style="list-style-type: none"> <li>• I will do the right thing.</li> <li>• I ensure my actions reflect my words.</li> <li>• I am fair and open to challenge and have the courage to challenge others.</li> <li>• I positively contribute to building trust with the public, colleagues, and partners.</li> </ul> <p><b>Teamwork</b></p> <p>In my work for CQC:</p> <ul style="list-style-type: none"> <li>• I provide high support and high challenge for my colleagues.</li> <li>• I understand the impact my work has on others and how their work affects me.</li> <li>• I recognise that we can't do this alone.</li> <li>• I am adaptable to the changing needs of others.</li> </ul>	