

## Role profile

- **Job title:** Programme Support Officer
- **Grade:** 6 (£34,434 - £38,220)
- **Business area:** Policy and Strategy
- **Reporting line:** Lead Programmes Manager – Sustainable, Consumption and Production
- **Team:** Environment

## Job Purpose

As a member of the Environment team at the Greater Manchester Combined Authority (GMCA) this role will be responsible for supporting the development and delivery of GMCA's priorities in relation to Greater Manchester 5-Year Environment Plan (5YEP) activity, specifically focusing on Sustainable, Consumption and Production (SCP).

The role will provide high-quality project and programme delivery support across key projects, working flexibly and proactively across an evolving agenda. While the role is hybrid, involving both office and home working, a significant portion of the role will require travel within the community. This includes supporting programmes with community groups, schools, businesses and other stakeholders across Greater Manchester.

## Key working relationships

- Internal and external customer groups and strategic partners including local authorities and other statutory agencies, central government departments (Defra), academia and education, private, voluntary and community sector organisations, and contracted Providers.
- Senior managers and staff within GMCA and localities, including Environment leads.
- Schools, communities and businesses, and other stakeholders across Greater Manchester.

## Key Responsibilities

1. To provide high quality, flexible project support and programme level delivery across the Sustainable, Consumption and Production (SCP) portfolio area.
2. Build and maintain effective relationships, working collaboratively across GMCA and key partners / stakeholders, including project delivery partners, Local Authority leads, academia and education, and private, voluntary and community sector organisations.
3. Support, monitor and coordinate SCP programme documentation including delivery plans, monitoring and evaluation reports, and key information resources.
4. Support delivery of the SCP programme communication and engagement strategies, through collating key information and updates from partners, editing, writing and publishing communications, and planning and delivering partnership events.
5. Organise meetings and events as requested involving internal colleagues and high-level stakeholders.
6. Deal efficiently and courteously to all queries and correspondence, both written and verbal from a wide range of internal and external customers.
7. Maintain and develop effective administration processes to meet the changing demands of the organisation and contractual agreements.
8. Support work to identify and articulate strategy and policy opportunities to better respond to Greater Manchester's environmental ambitions and SCP priorities.
9. To provide support to the relevant Directorate's governance and task and finish groups, including coordination and administration support.
10. Support the Directorate's work plan, monitoring key work streams and deadlines associated with GMCA's forward plan.
11. Raise purchase orders and requisitions and process payment of invoices in a timely manner.
12. Maintain and store data and documentation appropriately and in line with the General

Data Protection Regulations (GDPR).

13. Work flexibly and support other organisational priorities in the Environment Team as necessary.

## General

1. Work with colleagues across GMCA including Information Governance, Finance, Commissioners, Governance and Legal to ensure all processes are adhered to.
2. Personal commitment to continuous self-development and service improvement.
3. To always hold yourself and others to a high standard of professionalism, demonstrating your commitment to our values and behaviours as well as ensuring service confidentiality is maintained throughout all we do.
4. Working with other teams internally and externally to ensure collaboration is maximised and supporting on activity where appropriate.
5. Ensure the services delivered internally and externally are inclusive and accessible.
6. To align work area to the Sustainability Strategy and ensure work practices are inclusive of this value & strategic intent.

**NB: This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required.**

## Knowledge, Skills, and Experience

### Knowledge & Experience

- Delivering programmes and providing policy support within a team environment.
- Providing administrative support within a programme or project context.
- Drafting or writing communications material such as web content or newsletters.

- Liaising and building relationships with key stakeholders.
- Delivering to deadlines.
- Adapting to and balancing changing priorities.
- Undertaking financial administration tasks and recording expenditure.

#### Desirable

- Experience using WordPress to manage website content
- Experience working directly with community groups, schools, and local stakeholders to deliver programmes.

#### Skills, Values & Behaviours

1. Strong planning and organisational skills.
2. Basic knowledge of project planning and delivery principles.
3. Excellent written and verbal communication skills, with good standards of accuracy and attention to detail.
4. Ability to convey messages in a clear and compelling way, tailoring content according to the audience.
5. Ability to exercise initiative and work to achieve objectives with minimum supervision.
6. Ability to work effectively as part of a team.
7. Ability to work to deadlines and to be flexible to changing priorities.
8. Excellent people skills with demonstrated ability to work with a wider variety of individuals and groups both in person and remotely.
9. Ability to manage own workload and take part in continuous professional development activities to improve own learning.
10. Ability to use a range of Microsoft office applications, including word, power point, excel and outlook.

This role is exempt from the Rehabilitation of Offenders Act (1974) and will require disclosure of all convictions including those considered spent under the Act. The role holder will be subject to an Enhanced level check by the Disclosure & Barring Service.

## Corporate Duties

*Do not behave in way which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.*

*Safeguard at all times confidentiality of information relating to staff and pensioners. Refrain from smoking in any areas of Service premises.*

*Behave in a manner that ensures the security of property and resources. Abide by all relevant Service Policies and Procedures.*

**Records Management / Data Protection** - *As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.*

**Confidentiality and Information Security** - *As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.*

**Data Quality** - *All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols. To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.*

**Health and Safety** - *All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service's undertakings.*

**Service Policies** - *All GMCA employees must observe and adhere to the provisions outlined in these policies.*

**Equal Opportunities** - *GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background.*