

**Project and Policy Officer – Reform**

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| **Job Title:** | Project and Policy Officer (Community-led Innovation)  | **Date:** | April 2025 |
| **Reporting Line:** | Strategic Lead – Community-Led Innovation (Live Well)  | **Salary:** | Grade 6 Grade 7Grade 8  |
| **Team:** | Public Service Reform  | **Business Area:** | Public Service Reform  |

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| JOB PURPOSE |
| The post holder will contribute to delivery of the aims and objectives of the Public Service Reform team through the provision of a high-quality project support that is flexible and timely, with a specific focus on the GM Live Well Programme (Community-led Innovation). Working with wider stakeholders in the GMCA and wider partner organisations to ensure that project aims and objectives are met. This role profile spans three grades with progression opportunities between the grades based on skills and experience. Responsibilities for each grade and expected skills and experience are set out below.The post holder will contribute to the delivery of the aims and objectives of the Public Service Reform directorate through the provision of a high-quality project and policy support that is flexible and timely, with a specific focus on the community-led aspects of the GM Live Well Programme. |

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| **KEY RELATIONSHIPS** |
| **All levels;**Work with key strategic partners within Greater Manchester, including: * Local authorities
* The Greater Manchester Integrated Care System
* Private, voluntary and community sector organisations.
* Senior managers and staff within GMCA and localities, integral to project delivery
* Wider colleagues with the Public Service Reform Directorate and wider teams within GMCA

Residents and residents groups within Greater Manchester. |

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| **KEY RESPONSIBILITIES**  |

**Project Officer Progression Framework**

In addition to demonstrating the GMCA values and behaviours, the matrix below sets out the specific expected responsibilities for each of the 3 grade bands of the Project Officer position within the Reform Team (Band 6; Band 7; Band 8).

**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.

|  |  **Project and Policy Officer** |
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|  | **Band 6** | **Band 7** | **Band 8** |
| **Responsibilities**  |  | ***Band 6 level plus:*** | ***Band 7 level plus:*** |
| **Project delivery:**Delivery of key PSR projects, including project planning and delivery, governance design and implementation, risk management, report preparation and recommendations | Support full range of activities across workstreams, projects and programme of work within the PSR directorates.  Project management of small-scale projects – within a larger workstream or programme of work - from start to completion. Development and maintenance of key project documentation required for project delivery. Coordinating and providing administration support for key project/programme processes. Delivery of project communication and engagement activities.  | Project management of larger, more complex workstreams or small scale projects (considered high risk, high visibility, high value or longer duration) projects from start to completion. Reporting on project delivery to key internal governance group(s).  | Management of multiple projects and/or large-scale, high value complex projects with multiple stakeholders. With oversight, lead development and delivery of project communication and engagement strategies to ensure effective engagement of all key stakeholder groups. Management of projects that could include external partners and contract management. |
| **Resource management** Responsible for managing project finances / supporting commissioning activities / bidding for extra funding | Responsible for coordinating / tracking project or team finances, internal financial administrative processes and supporting with external funding bids activities as appropriate.Supporting with commissioning and contract management.  | Small and medium value budgetary responsibilities for projects and coordinating/writing of larger bidding/funding or other income generation opportunities.Leading on commissioning and contract management with oversight from budget holder.  |
| **Supervisory responsibility** Responsible for managing members of staff / consultants/ contractors / interns | Motivating and encouraging colleagues / peers to achieve team tasks and objectives.  | Supporting others through informal rather than formal coaching and mentoring techniques.  | Supervisory responsibility for up to one individual (in line with business requirements). |
| **Relationship Management** Establishing and maintaining positive stakeholder relationships to ensure that project and programme outputs meet the needs of the end users | Supporting role in managing stakeholder relationships internally and externally.  | Lead contact for a number of internal and /or external stakeholder relationships.   |

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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |

**Project Officer Progression Framework**

The matrix below sets out the expected skills and experience for each of the 3 grade bands of the Project Officer position within the Reform Team (Band 6; Band 7; Band 8). Employees would be expected to evidence the minimum level of experience and all attributes for all criteria when assessed for the role.

|  | **Project and Policy Officer** |
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|  | **Band 6** | **Band 7** | **Band 8** |
| **Experience:** | Experience in a relevant field (professional or lived) or a degree/equivalent qualification | Experience in a relevant field (professional or lived) or a degree/equivalent qualification | Experience in a relevant field (professional or lived) or a degree/equivalent qualification |
| **Skills and knowledge:** |  | ***Band 6 level plus:*** | ***Band 7 level plus:*** |
| * **Project support and management**
 | Understanding of project outcomes and support needed to ensure effective delivery. Strong prioritisation skills and ability to effectively manage expectations.Knowledge of project management process, documents and tools.Ability to prioritise across a wide ranging and diverse workload.  | Completion of appropriate project management training. Understanding of key partners and the wider system that influences project delivery and how the project fits within wider policy areas. Ability to respond accordingly to challenges with project delivery and adapt project plans accordingly. Direct reporting to project governance groups through written report/verbal updates.  | Development of recommendations to inform and influence project/programme delivery. Ability to identify the resource required to deliver projects and consider possible funding routes. Facilitate and lead project management meetings. |
| * **Policy development:** Understanding of local and national policy issues
 | Interest in and developing understanding of local and national social policy. Recognise implications of national policy on programmes of work.  | Identify implications of national policy for priority projects within own area of work. Understand connections between programme and wider policy areas and ensure these are reflected in project/programme plans.  | Ability to identify improvements in work and potential implications of the project for policy development. Able to respond flexibly to the changing context - ensuring project/programme plans remain agile and reflect changing policy landscape.  |
| * **Working together:** engaging citizens and stakeholders to create shared ownership of new solutions
 | Ability to lead on work with multiple internal stakeholders, cultivating and maintaining positive relationships. Understands and values the role of citizens in public service reform.  | Ability to lead on work with multiple stakeholders both internal and external to the GMCA – including citizens. Ability to put into practice effective approaches to codesign and coproduction. Ensures that relationships are maintained. Understands other’s experiences, views and drivers. | Strong interpersonal skills, ability to work with a range of stakeholders and develop networks. Understands the impact that work may have on stakeholders, and ensures that when work is communicated different stakeholder views and impacts are understood.  |
| * **Communication and facilitation:** enabling discussions to encourage multiple perspectives, ideas and solutions
 | Good communication skills, able to explain context of projects and work within the wider policy and context. | Communicate confidently and creatively to a range of audiences both internal and external (verbal, written reports, and/or presentations).Key point of contact for a number of internal and /or external stakeholder relationships. Support with planning and delivery of larger discussion forums including workshops. | Take a lead role on presentation of work to a range of audiences both internal and external (verbal, written reports, and/or presentations).Facilitation of wider discussion forums including workshops with external and external stakeholders.  |
| * **ICT Skills**: Excellent ICT skills including spreadsheets, databases, PowerPoint, mapping
 | Good knowledge of all standard ICT packages including Excel, Word and PowerPoint.Willingness to undertake training in GMCA specific software and disseminate learning to wider members of team.  | Ability to use advanced ICT packages where appropriate e.g. MS Project. Completed relevant training to support with website content management and copy writing for comms activity including newsletters, stakeholder briefings etc.  |
| * **Reflective learning**
 | Curious to know or learn more and a general impulse to gain new knowledge and insights and strengthen own skills, knowledge and experience. | Seeks opportunities for learning and development within team and organisational structures and takes ownership for personal development plans.  | Seeks to support others and share learning and expertise through coaching/mentoring.  |

**GMCA Values and Behaviours**

**To follow and demonstrate the organisations values and behaviours at all times:**

**1) We are committed to public service**

We exist for the good of the people of Greater Manchester. We are committed to creating and delivering Public Value. We are committed to

working with integrity.

**2) We take an “inside/out” approach**

The dedication, care and commitment we show to the outside world, we also demonstrate internally. We are committed to look after each

other, our property and those we work alongside.

**3) We are evolving**

We are forming and growing as an organisation. As we progress, we seek to innovate, to listen, to be curious and develop our reach and

capability. We are committed to asking: How can we do it better? And we are kind to each other and ourselves as we make mistakes, and learn

together.

**4) We hold ourselves to a high standard**

We undertake multiple tasks and roles. At the heart of everything we undertake, we commit to do it with care, consideration and excellence.

**5) We are welcoming**

We come from a multitude of backgrounds, specialisms and heritage. We are diverse and proud, inclusive of people and of ideas. We are

committed to use our differences to become something greater.

**Corporate Duties**

Avoid any behaviour 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 responsiblefor 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