



Role:	Programme Assurance Officer
Directorate:	Audit, Risk and Assurance
Salary Band:	8
Post reference:	PORT1
Job Evaluation Ref & Date:	10.01.2017
Role statement of purpose:	To undertake an agreed range of assurance activities, working independently and as part of a small team, providing assurance service to the Executive and GMCA.
Reports to:	Programme Assurance Manager

	Key Role Outputs(KROs) <i>these set out what must be achieved for the post holder to be successful in the role</i>	Key Actions <i>These set out how the KROs will be achieved – the activities required.</i>
1.	Robust Assurance reporting	<ul style="list-style-type: none"> • Support effective Assurance health reporting to the relevant Boards, in line with best practice and specified submission deadlines. • Review and report the progress of identified projects and programmes against agreed assurance actions. • Escalate information on non-compliant projects and suggest what action may be appropriate to maintain the overall delivery for Senior Stakeholders • Prepare and interpret complex reports as required. • Assure the accuracy of the coordination of reporting.
2.	Integrated Assurance Strategy and up to date Audit, Risk and Assurance procedures	<ul style="list-style-type: none"> • Actively contribute to the development and implementation of the Integrated Audit, Risk and Assurance Strategy, methodologies, processes, procedures and guidance and make recommendations as required. • Co-ordinate the periodic review and update of the procedures. • Keep up to date with “Best Practice” and disseminate across the organisation, as appropriate. • Lead on the quality management and assurance of the procedures including supporting audit and compliance reviews. • Assist in reviewing processes and systems and supporting continuous improvement.
3.	Provision of robust independent Assurance opinion of TfGM &	<ul style="list-style-type: none"> • Lead on Assurance activities, including health checks, • Deliver the Assurance services efficiently and



	Local Authority Project and Programme delivery	<p>effectively to agreed mandatory timescales to meet internal and external stakeholder requirements</p> <ul style="list-style-type: none">• Conduct Assurance activity allocated from the Audit, Risk and Assurance Plan and as directed by the Head of Risk and Assurance in accordance with forward plan, adhering to corporate standards.• Through influencing and negotiation secure management agreement to recommended changes leading to improvement in performance and control.• Effectively support competing deadlines and ensure Assurance Review timescales are achieved, to ensure external deadlines are met, including funding bids and external approval processes e.g. Chief Execs Investment Group and Greater Manchester Combined Authority (GMCA) approvals deadlines.• Challenge the projects risk profile and suitability of assurance approach• Support the Programme Assurance Manager in establishing the Assurance approach for individual projects and securing SRO / Sponsor agreement.• Form a view on project performance / health and root causes for deviation from business case and / or plan• Report clearly and succinctly on the outcome of assurance activities.• Keep the Programme Assurance Manager informed of progress and emerging findings.• Act as specialist reviewer for reviews of Gateway and other health check submissions and make recommendations as part of the review Panel, against required standards.• Provide feedback to SROs and Sponsors, project and programme managers following Assurance activity and manage the implementation of actions required.
4.	Implementation of agreed Assurance recommendations	<ul style="list-style-type: none">• Review and agree final Assurance action plans in conjunction with SROs and Sponsors.• Take responsibility for tracking completion of all assurance actions generated, robustly assessing and challenging evidence of completion provided by the action owners.• Scrutinise progress against action plans on a regular basis.• Provide action plan tracking on a monthly basis for reporting to Boards.
5.	System of review for medium and high risk projects	<ul style="list-style-type: none">• Lead review teams through a range of assurance activity of Medium or High risk programmes/projects.• Effectively manage the work streams, influencing the



		<p>direction of the review and negotiating with Specialist review panel members to conclude and present overall findings to Senior Responsible Officer.</p> <ul style="list-style-type: none">• Undertake planning meetings, agreeing assurance approach and process with SRO.• Agree Code of Conduct and ensure it is followed by the Team throughout the course of the review.• Provide clear direction and guidance to the Review Team Member(s), including mentoring/giving feedback to reviewers and managing logistical arrangements in advance of the review.• Give regular, clear feedback to the SRO and Head of Risk & Assurance.• Co-ordinate and pull together individual review findings and recommend overall assessment score to the team for agreement.• Ensure a clear and rigorous final report is completed within agreed timeframes, which includes evidence-based findings, challenging recommendations and, where appropriate, examples of exemplary practices.• Be accountable for the outputs of the review as a whole.
6.	Learning and Development support to SROs, Sponsors and Project and Programme Managers	<ul style="list-style-type: none">• Deliver training and provide support to SROs, Sponsors and Project Managers on the use of assurance tools and processes, including CIFTER, IAAP and suite of Assurance Reviews.• Provide specialist guidance and advice on possible Assurance approaches that could be adopted.
7.	Effective workshop facilitation	<ul style="list-style-type: none">• Facilitate risk and issue (and any other related) workshops on an as requested basis.• Capture identified actions and outputs, present and communicate as directed.
8.	Effective delivery of the wider Risk, Audit and Assurance service	<ul style="list-style-type: none">• Support the Head of Risk and Assurance in embedding risk management.• Assist in the active management of risk and issues, as directed.• Contribute and support other wider activities across TfGM and GMCA.
9.	Commissioned and managed external assurance commissions	<ul style="list-style-type: none">• Act as lead, responsible for specific commissions.• Establish and agree scope with SRO and Sponsors.• Oversee deliverables and day to day work arrangements.• Monitor and review performance and quality of outputs.



		<ul style="list-style-type: none"> • Provide regular feedback to the Head of Risk and Assurance . • Support regular supplier performance reviews.
Compulsory Outputs (COs) <i>these set out what must be achieved for the post holder to be successful in the role</i>		Key Actions <i>These set out how the COs will be achieved – the activities required.</i>
C1	Ensure you comply with all applicable organisational legislation and policy:	<ul style="list-style-type: none"> • TfGM Safety Management System (In particular section SMS 201 Roles and Responsibilities) • Bus Operator contractual management • Dignity at Work policy; • Information assurance and security in line with Cabinet Office requirements; • Risk management • TfGM policies and procedures • Equality and diversity legislation • TfGM Vision & Values
C2	Any other reasonable duties as required from time to time	

Key Interdependencies	
Key Contacts (Across TfGM and GMCA)	<ul style="list-style-type: none"> • Chief Executive Office • Audit, Risk and Assurance Leadership team and team members • Directors • Senior Managers / Functional Leads • Senior Responsible Officers and Sponsors • All Project/Programme Managers • Specialist Assurance reviewers (Discipline Experts) • Internal Audit Team • External consultants, Contractors and Suppliers Local Authorities
Direct reports	Commissioning and managing external assurance work. (with consultancies/contractors)
Budgetary responsibility	Commissioning work within parameters agreed with line manager
Location	TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG

Office Use Only	Updated	Updated	Updated	Updated
Created by				
Tom Smith March 2011	Tom Smith Jan 2017	Tom Smith Aug 2023	Tom Smith Sept 25	



Programme Assurance Officer (Knowledge, skills and experience required at selection stage)	
E	Essential Experience:
E1	Demonstrable infrastructure project and programme management experience allowing a comprehensive knowledge and understanding of both the fundamental and the more in-depth principles and techniques
E2	In depth knowledge of project and programme tools/systems and methodologies
E3	Knowledge of all aspects of the project life cycle
E4	Extensive experience of undertaking a whole range of assurance activities, across large and complex projects
E5	Track record of influencing and coaching colleagues in new procedures
E6	Strong oral and written communication skills to persuade and influence others of need for change and improvement at all levels of management
E7	Experience of facilitating workshops
E8	Proven ability to handle facts and figures and work analytically under time pressures
E9	Demonstrable experience of using general IT office software
E10	Knowledge of performance monitoring and process improvement techniques
D	Desirable experience:
D1	Project / Programme / Portfolio management experience in a client organisation
D2	Cost management and/or planning experience
D3	Process mapping experience
D4	Business Case development using the Five Case Model
EQ	Essential Qualifications – Technical, Vocational or educational:
EQ1	Educated to degree level or equivalent
DQ	Desirable Qualifications – Technical, Vocational or educational:
DQ1	Formal project / programme qualification / accreditation e.g. APM Project Management Qualification. (PMQ)
DQ2	Affiliation to professional body (Association for Project Managers)
DQ3	OGC Review team leader
EA	Essential Attributes:
EA1	A clear understanding of the work programme and the contribution expected of you and your colleagues.
EA2	A commitment to deliver the agreed work plan to the timescale and standards required.
EA3	An understanding of the processes in place to deliver streams of work.
EA4	An approach of keeping your manager and others informed of the potential for significant change to the work plan – unexpected delays or outcomes, changes in resource requirements, an inability to gain commitment from other key contributors.
EA5	Personal behaviour that is in line with the TFGM statement of values and behaviours.
EA6	An ability to work effectively with colleagues whose work will be impacted by your activities, and of those where you will be affected - managing the interdependencies.
EA7	Punctual and attentive
EA8	Pride in consistently delivering work to required standards and deadlines
EA9	Competent in adhering to TFGM policies, procedures and working practices.
EA10	Prepared to assist others to manage fluctuations in workload.
EA11	Ability to monitor compliance and to give constructive feedback



EA12	A customer focused approach - an understanding of, and appropriate response to, the expectations of the TFGM and external customers the role holder must work with.
EA13	A commitment to manage and review your work on a regular basis.
EA14	An ability to work without close supervision.
EA15	Able to make positive contribution to work teams.
EA16	Ability to achieve results through others
EA17	Ethical behaviour towards internal and external stakeholders.
EA18	Ability to Influence others and gain their commitment and enthusiasm
EA19	Methodical approach to implementing processes, procedures and practices
EA20	Ability to actively seek, identify and implement opportunities for continuous improvement
EA21	Ability to communicate clearly and concisely and know when it is appropriate to be assertive