
Your job

Job Title: HR&OD Project and Policy Support Officer – Projects and Policy

Service: HR & OD

Grade: 6

Reporting to: HR&OD Assistant Business Partner – Projects and Policy

As a Project Support Officer within the HR & OD team, you will play a central role in supporting the delivery of projects that drive improvement, strengthen our culture, and enable workforce transformation across the Council.

You will help ensure that each project is underpinned by clear plans, accurate documentation, meaningful engagement and strong governance, contributing to the delivery of the Council's HR&OD priorities as set out in our Organisational Development Plan. You will support project delivery across a range of OD programme areas, including Belonging and Inclusion, Wellbeing, Culture, Engagement and Experience, Pay and Workforce Modernisation, Digital Transformation, Leadership and Learning, and Future Workforce, helping translate project outputs into clear, practical resources for colleagues.

You will work closely with the HR&OD Assistant Business Partner – Projects and Policy, Specialists, Deputy Strategic HR Business Partners, front facing colleagues and wider stakeholders to deliver project activity to a high standard. You will maintain up to date project documentation, coordinating project meetings, preparing reports and updates, and contributing to high quality engagement and implementation activity. You will contribute to the creation and improvement of shared tools, templates and processes, and help embed good practice across the team.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

Working Arrangements

The contractual hours for this post will be worked flexibly to meet the needs of the role and the service. Work will be carried out across Council buildings and/or community venues across the borough.

It is our priority to ensure that the role is fulfilled effectively and while there is flexibility to work from home when service delivery allows, the expectation is that staff will attend the workplace for a minimum of two days per week. However, depending on service requirements, you may be required to work your full contractual hours on site at Council buildings and/or Community Venues.

In this job you will:

- Deliver assigned project activity across one or more HR & OD programme areas, working under the direction of more senior HR & OD colleagues, and applying a developing but sound grounding in HR & OD practice, employment legislation and best practice to support the creation, development and delivery of projects. This includes developing templates and toolkits, organising pilots, gathering and collating feedback, configuring systems, and supporting the drafting and delivery of communications plans in collaboration with the Internal Communications team.
- Support the application of HR & OD knowledge, current trends and legislative requirements within projects, contributing ideas and insight to help ensure solutions are practical, compliant and aligned to the Council's Progress with Unity vision and ways of working.

- Provide timely updates on project progress to the HR & OD Assistant Business Partner – Projects and Policy, Specialists and other key stakeholders as part of programme meetings, escalating risks and issues appropriately and supporting informed decision-making by others.
- Support the development and maintenance of project plans, working with the HR & OD Assistant Business Partner – Projects and Policy and Specialists to identify risks, milestones, reporting and tracking documentation using the agreed project management framework.
- Support the continuous improvement of the project management function within the HR & OD team by sharing learning from delivery activity and contributing to the development of shared tools and templates, and supporting the upskilling of colleagues across the service.
- Ensure all projects adhere to governance requirements, including quality assurance, project plans, project initiation documentation, evaluation processes, Equality Impact Assessments (EIAs) and Data Protection Impact Assessments (DPIAs), following agreed guidance and seeking advice where required.
- Contribute to the evaluation of project impact and organisational reach, assisting with the preparation of evaluation documentation for discussion at programme meetings and supporting the transition of project outputs into business as usual.
- Build and maintain effective working relationships with internal and external stakeholders to support the delivery of HR & OD activity and help promote understanding and take-up of new initiatives across services.
- Maintain and coordinate HR & OD content on the Council's intranet and ensure reach through other communication channels, ensuring resources are clear, accessible and aligned with agreed project outcomes.
- Gather, interpret and present data to support project planning, monitoring and evaluation, providing information and insight to inform review and improvement.
- Support the drafting and updating of HR & OD policies, procedures, toolkits and guidance, working to agreed direction and applying relevant HR knowledge to ensure content reflects legislation, best practice and organisational standards.
- Coordinate project meetings, including scheduling, preparing agendas, recording minutes and tracking actions through to

completion, supporting effective project coordination and follow-through.

- Prepare project updates and contribute to documentation required for programme meetings, ensuring information is accurate, clear, timely and focused on supporting delivery and evaluation activity.
- Champion inclusion, equity and accessibility across all HR & OD activity, supporting the delivery of projects that meet diverse needs.
- Role model Team Wigan behaviours and support a collaborative, positive and solution-focused project culture across the service.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- CIPD Level 3 qualification, or an equivalent Level 3 qualification from a recognised professional body, or equivalent experience/knowledge relevant to the role.
- Experience providing project support in a busy project environment, ideally within HR & OD, workforce or transformation activity.
- Demonstrable project management skills, including planning, monitoring, risk management, stakeholder engagement and evaluation.
- Experience delivering project activity including implementing new processes, gathering and presenting data, developing resources, evaluating the success of activity and preparing engaging updates for briefings.
- Experience following structured project management processes and maintaining accurate documentation.
- Experience of collaborating with Communications Teams to develop effective communications plans to ensure change is embedded.
- Strong organisational skills with the ability to manage multiple tasks, prioritise effectively and maintain attention to detail.
- Ability to use data to support project decisions, including gathering, organising and presenting information clearly.
- Good communication and interpersonal skills, with the ability to work collaboratively with a wide range of stakeholders including HR colleagues, specialists and project sponsors.

- Strong digital skills, including Microsoft Office and the ability to learn new project tools quickly.
- Ability to work flexibly, respond to changing priorities and contribute positively to a fast-paced project environment.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”