### Job Description

**Job title: Support Officer (Fixed Term until December 2021)**

**Grade: 6 Post number: CO61**

**Directorate: Development, Enterprise and Environment (Regeneration)**

**Unit: Regeneration & Economic Development (SMEs, Food & LEAP)**

#### Job purpose

Working closely with the Project Manager, the postholder will contribute to the delivery of the GLA’s jobs and growth objectives through effective support of programme and project delivery. In particular, to manage and ensure robust recordkeeping that meets EU monitoring and audit requirements.

This post will be working on the Growth Hub – Hub and Spoke Project which is funded by the European Regional Development Fund (ERDF). The role will be required to work across all the London Growth Hub sites.

#### Principal accountabilities

1. To support the Project Manager (Growth Hub) and the Programme Manager (Newable) to ensure the project delivers planned performance and outputs to time, budget commitments and quality specifications by monitoring the activities of delivery partners and their contractors
2. To set up robust monitoring and reporting systems. To train relevant staff and delivery partners to of record all interactions with Growth Hub participants. As part of this, regular on-site visits to the delivery partners will be required to check they are collecting the information and running the delivery according to the ERDF compliance.
3. Support the Project Manager with ongoing monitoring, verification, recording, analysis and reporting of:
   * Financial, output and outcome performance, to ensure achievement of target outputs and outcomes and programme objectives within budget while maintaining overall value for money;
   * Quality assurance and compliance, including through regular monitoring and audit of the activities and supporting evidence of delivery partners and their sub-contractors;
   * The validity, accuracy and eligibility of claims, including ensuring external funding bodies’ management information and monitoring requirements are met;
   * Progress against milestones, and financial and outputs and outcome targets, ensuring delivery and quality concerns are raised and tackled promptly;
   * Risks and issues, to ensure awareness and understanding of these and implementation of appropriate and timely mitigations.
4. Provide all aspects of financial support to the team in creating and maintaining budget spreadsheets, raising and processing purchase orders and invoices in compliance with GLA procedures, and monitoring expenditure and providing information and reports
5. To produce regular management reports for various internal/external stakeholders as required, highlighting any opportunities and issues which arise. Enter information into databases and assist in compiling data and producing reports about the overall programme of projects.
6. To coordinate and track the receipt and timely payment of monthly invoices with external delivery partners.
7. Support the team in tracking project performance against targets, co-ordinating and chasing the progress of documents, reports, projects and programmes required by the team within specified timescales.
8. Liaise with delivery partners, boroughs and other organisations to help maintain excellent working relationships; interact on daily basis with wide range of stakeholders at various levels, decide on appropriate responses to queries and respond when necessary on behalf of the team and helping to promote the programme across London.
9. Arrange project meetings when required and produce meeting documentation such as agendas; minutes and presentations; support the team in producing and maintaining project documentation such as risk and issue logs, action lists and project plans, as directed.
10. Carry out any other administrative tasks for the project as required, including booking rooms and refreshments, making travel arrangements and handle day to day enquires and supporting the booking system.
11. Prepare accurate, good quality responses to project-related questions and correspondence to the Mayor and from Assembly members, Government departments and other organisations in the public, private and voluntary sectors, to agreed deadlines.
12. Manage resources allocated to tasks in accordance with the GLA’s policies and code of Ethics and Standards. Realise the benefits of London’s diversity by promoting and enabling equality of opportunities and promoting the diverse needs and aspirations of London’s communities.
13. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary, cross-department and cross-organisational groups and project teams as necessary and appropriate to ensure that opportunities for integration and inter-disciplinary working are realised.

#### Dimensions

**Accountable to:** Project Manager – Growth Hub

**Principal contacts**: Senior Managers and staff within the Authority and relevant London Borough(s). Newable ( The Hub and Spoke contractor) and Senior Officers in other public and private sector organisations including TfL, national government, European Union institutions and representatives of partner organisations in other EU countries.

**Person Specification**

**Technical requirements / experience / qualifications**

* Degree (or an equivalent professional qualification in a related field, or equivalent experience)
* Demonstrable ability experience of delivering large-scale high value projects and programmes, and a track record of successfully delivering results on target and within budget, ideally including projects funded by ESIF and/or other European funding.
* Reasonable knowledge of project management and project control techniques, including financial analysis, project planning and appraisal, finance and risk management and evaluation
* A good understanding of the local, national and European funding landscape.
* Well-developed IT skills, experience of using financial management systems and processes and excellent report writing skills
* Experience of managing complex stakeholder arrangements to achieve positive outcomes for the organisation

**Behavioural competencies**

**Building and Managing Relationships**

… is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

Level 2 indicators of effective performance

* Develops new professional relationships
* Understands the needs of others, the constraints they face and the levers to their engagement
* Understands differences, anticipates areas of conflict and takes action
* Fosters an environment where others feel respected
* Identifies opportunities for joint working to minimise duplication and deliver shared goals

**Communicating and Influencing**

… is presenting information and arguments clearly and convincingly so that others see us as credible and articulate and engage with us.

Level 1 indicators of effective performance

* Represents self and team positively within the organisation
* Speaks and writes clearly and succinctly using appropriate language that
* is easy to understand
* Considers the target audience, adapting style and communication method
* accordingly
* Communicates persuasively and confidently
* Checks for understanding

**Problem Solving**

… is analysing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions.

Level 2 Indicators of Effective Performance

* Processes and distils a variety of information to understand a problem fully
* Proposes options for solutions to presented problems
* Builds on the ideas of others to encourage creative problem solving
* Thinks laterally about own work, considering different ways to approach problems
* Seeks the opinions and experiences of others to understand different approaches to problem solving

**Decision Making**

… is forming sound, evidence-based judgements, making choices, assessing risks to delivery, and taking accountability for results.

* Level 1 indicators of effective performanceTakes personal responsibility for own decisions
* Makes straightforward decisions to progress own work
* Asks others for input, recognising the benefit of more than one perspective
* Understands which decisions are within own area of responsibility and
* which to pass to others
* Understands the risks associated with decisions, informing others of these risks

**Planning and Organising**

...is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time to a high standard.

Level 2 indicators of effective performance

* Prioritises work in line with key team or project deliverables
* Makes contingency plans to account for changing work priorities, deadlines and milestones
* Identifies and consults with sponsors or stakeholders in planning work
* Pays close attention to detail, ensuring team’s work is delivered to a high standard
* Negotiates realistic timescales for work delivery, ensuring team deliverables can be met

**Responsible Use of Resources**

… is taking personal responsibility for using and managing resources effectively, efficiently and sustainably

Level 1 indicators of effective performance

* Demonstrates awareness of the GLA’s commitment to value for money
* and responsible use of resources
* Works independently using own time and that of others effectively
* Takes action to avoid unnecessary waste and cost
* Reduces personal impact on the environment by reducing use of, reusing
* and recycling resources
* Shows understanding of relevant budgets and how they apply in own

work environment

**Stakeholder Focus**

…is consulting with, listening to and understanding the needs of those our work impacts and using this knowledge to shape what we do and manage others’ expectations.

Level 2 indicators of effective performance

* Seeks to understand requirements, gathering extra information when needs are not clear.
* Presents the GLA positively by interacting effectively with stakeholders
* Delivers a timely and accurate service
* Understands the differing needs of stakeholders and adapts own service accordingly
* Seeks and uses feedback from a variety of sources to improve the GLA’s service to Londoners

**Reasonable adjustment**

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.