**Job title: Programme Officer**

**Grade: Grade 7**

**Directorate: Good Growth**

**Unit: European Programme Management Unit**

**Job purpose**

To manage European-funded projects that will deliver the Mayor’s and London Enterprise Panel’s Priorities for jobs and growth in the capital, as set out in the 2014-20 European and Structural Investment Fund (ESIF) strategy of the London Enterprise Panel, Economic Development Strategy and other strategies.

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, and that expenditure and outcome targets are achieved.

**Principal Accountabilities**

1. To deliver and monitor projects across EU programmes and to ensure that they are in line with relevant EU legislation and funding streams, generating proposals collectively as a team to address identified shortfalls against programme deliverables and targets.
2. Manage and undertake project monitoring desk-based and on-site checks and visits in accordance with EPMU’s monitoring strategy and EU regulations to ensure that project activity is being carried out in accordance with the terms of funding agreements; there is proper evidence of eligible expenditure, and that spend and outputs are on schedule and to ensure they are of sufficient quality and quantity.
3. Carry out funding appraisals; monitor and manage funding allocations to ensure contract obligations are met and to secure clawback of payment/cost recovery arising from payment monitoring and/or inspection or liquidation.
4. Ensure project activity reflects that stated in the application form and any subsequent material changes and that actions arising from visits, including claw back of payment/cost recovery, are followed up and resolved.
5. Identify any project irregularities and ensure these are recorded and actioned appropriately; in addition to this, highlight any financial, legal, regulatory and reputational risks and advise on recovery actions to provide auditable assurance over financial and output claims from delivery partners.
6. Collect, analyse and provide accurate and timely performance data, risk analysis and market intelligence to allow appropriate scrutiny of activities by the Unit’s management team, auditing bodies and regulatory committees.
7. Identify and report on risks and issues as appropriate and lead on resolution of operational contractual; and performance issues as they arise for own portfolio of projects and to escalate to Programme Manager and Senior Programme Manager as appropriate.
8. Manage actions arising from monitoring visits take account of and complement audit activity and that issues identified in monitoring visits are managed and cleared.
9. To assess and action requests for significant changes to projects, and by doing so provide key recommendations to Managers and the Director, logging changes in project documentation as required. Manage the timely submission of all claims by projects and take follow-up action when needed.
10. Act as main contact for designated projects, resolve queries and liaise with the programme manager and key stakeholders as necessary. Carry out stakeholder engagement activity in line with project communications strategies.
11. Ensure that management of projects complies with all relevant EU regulations and relevant GLA systems, corporate policies, standards and performance measures including financial processing, records management, variance and risk analysis; respond appropriately to GLA, Government and European auditors’ reports relating to projects or systems.
12. Build and maintain an up-to-date awareness of legislative, technical and policy changes in EU programmes and assist in the establishment and maintenance of communications on technical and policy matters with European organisations, Government departments, the London Boroughs, and other organisations in the public, private and voluntary sectors.
13. Establish, develop and manage good working relationships within and outside the Authority and with all stakeholders and grant recipients in order to ensure that the Mayor’s priorities are met, opportunities for integration and inter-disciplinary working are realised, and information and market intelligence is shared appropriately and used to inform planning, strategy and delivery.
14. 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.
15. Undertake any other duties as may be allocated from time to time by the Programme Director or Managers, working flexibly within the team and across the organisation to deliver team and corporate objectives.

**Key contacts**: EU project managers: civil servants, local government officials, higher education, voluntary and private sector managers.

**Accountable to:** Programme Manager

**Accountable for:** Staff and resources allocated to the role

**Person Specification**

**Technical requirements / experience / qualifications**

* Experience in a relevant discipline or a demonstrated ability to assimilate new concepts, theories and principles.
* An understanding of approaches and best practice models for project management and monitoring.
* Evidence of ability to use standard IT systems to a high level, including MS Outlook, Word, Excel, Powerpoint and databases.
* Excellent understanding of and commitment to the GLA’s role, as champion for the Mayor’s Economic Development Strategy and London Enterprise Panel.

**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 2 indicators of effective performance

* Communicates openly and inclusively with internal and external stakeholders
* Clearly articulates the key points of an argument, both in verbal and written communication
* Persuades others, using evidence based knowledge, modifying approach to deliver message effectively
* Challenges the views of others in an open and constructive way
* Presents a credible and positive image both internally and externally

**Managing and Developing Performance**

… is setting high standards for oneself and others, guiding, motivating and developing them, to achieve high performance and meet the GLA’s objectives and statutory obligations.

Level 1 indicators of effective performance

* Keeps up to date with new processes and information in own role
* Seeks opportunities to develop, taking responsibility for own personal development plan
* Takes a methodical and consistent approach to completing work in line with personal objectives
* Seeks clarity on objectives, ensuring a good understanding of expectations
* Openly shares constructive feedback, supporting the delivery of own and others’ work

**Decision Making**

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

Level 2 indicators of effective performance

* Takes decisions as necessary on the basis of information available;
* Makes decisions without unnecessarily referring to others;
* Involve and consults internal and external stakeholders early in decisions that impact them;
* Identifies potential barriers to decision-making and initiates action to move a situation forward.
* Demonstrates awareness of the GLA’s decision-making processes and how to use them.

**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 2 indicators of effective performance

* Continually looks for opportunities to work more efficiently and sustainably
* Reduces team impact on the environment by implementing methods for reducing use of, reusing and recycling resources
* Improves local processes to maximise use of resources
* Monitors and stays within budget at all times

**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.