

## LONDON BOROUGH OF LEWISHAM

### JOB DESCRIPTION

<b>Designation:</b>	Programme Administrator	<b>Grade:</b>	PO1
<b>Reports to (Designation):</b>	Strategic Lead of Strategy & Programme Management Office	<b>Grade:</b>	SMG2
<b>Directorate:</b>	Inclusive Regeneration, Place	<b>Section:</b>	Strategic Housing Delivery & Partnership

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#### Main Purpose of the job:

Working to the Strategic Lead of Strategy & Programme Management Office the role is responsible for undertaking the business support tasks involved in the delivery of the Building for Lewisham programme and achieving the Strategic Housing, Delivery and Partnerships service objectives, including servicing meetings, maintaining records, processing payments, streamlining programme processes, and providing administrative support to the senior leadership team.

As a member of the Programme Management Office with oversight responsibilities for the Inclusive Regeneration capital programme, the work of the post is carried out in high stake environment that frequently requires creative and innovative responses to often conflicting priorities and challenging circumstances that have significant policy, financial and reputational implications for the Council.

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#### Summary of Responsibilities and Personal Duties:

- To work with colleagues to achieve service housing delivery objectives. Reporting regularly to the Strategic Lead of Strategy and Programme Management Office (PMO) on progress of assigned projects.
- To undertake administrative tasks across the division, including servicing the programme boards (i.e. preparing the meeting packs, taking minutes, screen sharing & co-ordination of papers during meeting), supporting the preparation of monthly/quarterly board reports ensuring adherence to governance requirements such as timescales, report writing style, compliance with necessary policies and operational practices.
- Contribute to the effective management and monitoring of relevant budgets, in keeping with Council procedures; processing purchase orders and invoices and working with Strategic Lead of Strategy and PMO and Finance colleagues to produce monthly reporting of spend against budget
- To support with imputing and updating affordable housing grant data and information to the GLA OPS platform.
- Working with the Capital Programme Coordinators to set up and maintain a library of data, policies, reports and templates. Updating and collating programme information (including KPIs and statutory data such as LAHS and AMR annual returns) within set timescales. And to ensure accurate records are kept and documents filed ready for Business Continuity and Compliance Audit.

- Liaise with external consultant and staff (suppliers, IT and other project stakeholders) to ensure monitoring, controls and systems are effectively utilised.
- To provide project management assistance, including researching/investigating new ideas/initiatives to support policy/strategy development (requiring detailed knowledge, critical thinking and innovatory response on a range of diverse complex subject matters which have serious implications for the Council), liaison with external consultants and contractors, collation and production of documents, and supporting consultation and engagement events and activities. Including leading on or contributing to development of publicity material and promotion of the service.
- To liaise with tenants, leaseholders, community groups, lead Members, Ward Members and other local stakeholders to respond to enquiries and deliver communication strategies. Including being the responsible officer for the coordination of Freedom of Information requests and complaints, facilitating consultation meetings and other resident communications about their homes, both tenanted and leasehold, and dealing with any associated and necessary decant processes from existing homes where redevelopment is required.
- Support the Capital Programme Coordinator (Performance and Information) with arranging training and continued personal development opportunities for staff.
- Contribute towards the development and implementation of effective arrangements for liaison/ joint working with other departments and external partners to support strategic housing planning and deliver strategic objectives. Having significant influence in decision making that have significant policy, financial and reputational implications for the Council.
- Be responsible for the proper use and safekeeping of programme resources, such as site inspection tablets and mobile phones, PPE, travel cards, stationery and other low-cost materials and small items of equipment.

### **Expectation of Lewisham Employees**

1. Adapt the planned delivery of services to ensure changing community and customer needs.
2. Monitor and review service outcomes ensuring effective delivery of personal and team objectives.
3. Ensure the continuous improvement in services using creative and informative inventions as well as effective performance and quality management.
4. Plan, deploy and co-ordinate people resources to meet changing operational needs.
5. Ensure services meet statutory and identified organisational standards and regulations.
6. Ensure an understanding of the impact of your service on other functions.

Internal Contacts: These include councillors, senior staff in other directorates in particular in planning and members of the key governance boards and working groups.

External Contacts: This will include senior staff of local authorities and other public sector organisations (e.g. GLA), senior staff of private/third sector organisations, consultants, developers, registered providers, other strategic partners and stakeholders, contractors and

suppliers, professional bodies, members of the public, local interest groups and voluntary sector organisations.

7. To carry out the duties of the post with due regard to the Council's relevant policies, codes and procedures.
8. To carry out duties with due regard to the Council's values and behaviours
9. All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.
10. Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

**THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET  
THE CHANGING NEEDS OF THE SERVICE.**

## PERSON SPECIFICATION

**Job Title:** Programme Administrator

**Grade:** PO1

**Department:** Place

### Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

<b>Equality &amp; Diversity</b>	
<ul style="list-style-type: none"><li>Awareness of and a commitment to Equality of Access and Opportunity in a diverse community</li></ul>	
<ul style="list-style-type: none"><li>Understanding of how equality and diversity relates to this post</li></ul>	
<b>Knowledge</b>	
<ul style="list-style-type: none"><li>Detailed knowledge of and insight in affordable housing delivery and current housing legislation, regulation and good practice principles.</li></ul>	
<ul style="list-style-type: none"><li>In depth knowledge of modern principles and practice of administration</li></ul>	S
<ul style="list-style-type: none"><li>Good knowledge of personnel administration</li></ul>	
<ul style="list-style-type: none"><li>Knowledge of GDPR, Data Protection and Freedom of Information legislation</li></ul>	
<ul style="list-style-type: none"><li>Good knowledge of Project Management principles and development practice</li></ul>	S
<b>Aptitude</b>	
<ul style="list-style-type: none"><li>Ability to plan, manage and prioritise workloads, balancing conflicting priorities and meeting deadlines with minimum supervision</li></ul>	S
<ul style="list-style-type: none"><li>Able to work to produce and present briefs and reports to a high standard with excellent written and verbal communication skills</li></ul>	S
<ul style="list-style-type: none"><li>Commitment to participate in work requirements outside of standard working hours</li></ul>	
<ul style="list-style-type: none"><li>Good time management and working to tight deadlines</li></ul>	S
<ul style="list-style-type: none"><li>Self-motivated, flexible and adaptable to change with the ability to meet new situations with innovative responses taking account of a range of factors</li></ul>	
<b>Skills</b>	
Skills can only be used as shortlisting criteria if the skill is to be tested	<b>(To Be Tested – T)</b>
<ul style="list-style-type: none"><li>Competent in the use of IT packages, including MS word, Excel and Outlook</li></ul>	S
<ul style="list-style-type: none"><li>Skilled IT user, with capabilities in using spreadsheets, databases, and standard office tools</li></ul>	S
<ul style="list-style-type: none"><li>High level communication skills to be able to present complex information both verbally and in writing to a variety of internal and external audiences.</li></ul>	

<ul style="list-style-type: none"> <li>Evidenced expertise in working with WORD, EXCEL, and ACCESS IT packages.</li> </ul>	
<ul style="list-style-type: none"> <li>Excellent interpersonal and organisational skills</li> </ul>	S
<ul style="list-style-type: none"> <li>Ability to construct well-formed reports and effectively use data collection systems and translate data output into meaningful, clear information.</li> </ul>	
<ul style="list-style-type: none"> <li>Excellent interpersonal and team working skills</li> </ul>	
<ul style="list-style-type: none"> <li>Excellent written and oral communication skills and be able to effectively get one's message understood, clearly, by adopting a range of styles, tools and techniques, appropriate to the audience and the nature of the information</li> </ul>	
<b>Experience</b>	
<ul style="list-style-type: none"> <li>Experience of supporting housing development team</li> </ul>	S
<ul style="list-style-type: none"> <li>Demonstrate experience of working with numerical and written data</li> </ul>	
<ul style="list-style-type: none"> <li>A demonstrable track record in implementing new processes and procedures</li> </ul>	S
<ul style="list-style-type: none"> <li>Experience of developing high quality communication materials and publications and experience in the use of appropriate computer packages</li> </ul>	S
<ul style="list-style-type: none"> <li>Experience of working to tight deadlines within a team in a high-pressure working environment.</li> </ul>	S
<ul style="list-style-type: none"> <li>Experience of developing and implementing participation and consultation activities.</li> </ul>	
<ul style="list-style-type: none"> <li>Experience of systems interface, including database management</li> </ul>	
<ul style="list-style-type: none"> <li>Experience of developing reports and workflows</li> </ul>	
<b>General Education</b>	
<ul style="list-style-type: none"> <li>Educated to HND in a Housing related discipline or relevant housing experience</li> </ul>	
<ul style="list-style-type: none"> <li>Qualifications equivalent to NVQ level 1 or GCSE in Maths and English</li> </ul>	
<b>Personal Qualities</b>	
<ul style="list-style-type: none"> <li>Customer Focused approach</li> </ul>	
<ul style="list-style-type: none"> <li>Excellent communication capability</li> </ul>	
<b>Circumstances</b>	
Able to work outside of contracted working hours	
<b>Physical</b>	
Generally, candidates must meet the standard Lewisham requirements for the post	

DBS Disclosure Required    Basic ☐    Standard ☐    Enhanced ☐

(Tick as appropriate – guidance available from your HR Advisor, if a DBS is not required please leave boxes blank)