



Role description

Job title	Project/Programme Officer
Job family	Corporate Functions and Administration
Job sub-family	Change, Programme & Project Management
Entry grade	FGIV
Role summary	<p>Provide support to projects/programmes, in line with the Agency's project management methodology, working with the Project Management Specialist and other team members to deliver projects objectives. The project officer acts, as part of a team, as the interface between the workstream and stakeholders for the allocated tasks.</p>
Standard role duties & responsibilities	<p>The duties of the role are performed under the supervision, including guidance and support, of temporary staff:</p> <p>Contribute to the development of the agency's delivery methodology and continuous improvement;</p> <p>Provide technical support to the Project Management Specialist in project/programme planning, progress monitoring and management reporting;</p> <p>Support the business design and process improvement within the related area;</p> <p>Support, organise and coordinate the project team to deliver project objectives within time, resource and budget constraints;</p> <p>Provide support to the Project Management Specialist in monitoring the project budget and ensures resource plans and forecasts are continually kept up to date and accurate;</p> <p>Organise meetings with relevant operational teams including agendas, meeting logistics, summary and minutes;</p> <p>Coordinate, record and ensure quality compliance and plan for maintenance and end user support;</p> <p>Assist in the monitoring of the formal acceptance on the delivery of the service and its deliverables, in conformance with the provisions of the delivery contract.</p>



	<p>Assist the Project/Programme Management Specialist in preparing project board / steering group level communication for project governance;</p> <p>Draft and format various documents as required in accordance with EMA style guide principles and using pre-defined Agency templates, as appropriate.</p>
<p>Role specific duties & responsibilities</p>	<p>The specific tasks of an individual job holder, linked to this role description, are further detailed and referenced in:</p> <p>activities of the organisational entity within which the job holder carries out those tasks;</p> <p>the set of annual performance and development objectives, which are established together with the reporting officer;</p> <p>the requirement to comply with SOPs, WINs, confidentiality undertaking and other documentation relevant to the role and its scope. These will be agreed upon with the reporting officer upon assuming duties.</p>
<p>Managing resources</p>	<p>No management or supervision of resources.</p>
<p>Communication and professional contacts</p>	<p>Required to receive and convey information, orally and/or in writing, of a non-routine nature which needs careful explanation and interpretation e.g. explaining or interpreting policies, systems, processes; dealing with matters of a sensitive nature; formulating responses to more complex enquiries; drafting news items, letters, minutes, reports or presentations.</p> <p>Regular professional contacts with others inside and/or outside the Agency on functional matters. Solicits/gives information, provides advice/guidance and should use initiative. A likely requirement is to influence others' thinking and negotiate with various parties within own job responsibilities. Normally connected to the Agency's core business or a project.</p> <p>In particular, a Project/Programme Officer will:</p> <p>Provide support in managing vendor relationships to ensure open communication and positive working relationships;</p> <p>Timely and transparent communication to / from Project Management Specialist and stakeholders;</p> <p>Assist in the organisation of interactions with external stakeholders, service providers, as well as work across the department and the Agency to mobilize resources, capture operational data and contribute to the preparation and implementation of projects.</p>
<p>Essential requirements Education Experience Skills & knowledge Certificates</p>	<p>Education</p> <p>A level of education which corresponds to completed university studies of at least three years attested by a diploma.</p> <p>Experience</p> <p>Up to 3 years of full time relevant professional experience;</p>

	<p>In coordinating and organising projects and / or initiatives; In dealing with internal and external stakeholders.</p> <p>Skills & Knowledge</p> <p>Knowledge and practice of frameworks (at least one year).</p> <p>Certificates</p> <p>n/a</p>
<p>Nice to have Education Experience Skills & knowledge Certificates</p>	<p>Education</p> <p>n/a</p> <p>Experience</p> <p>In coordinating and organising projects and / or initiatives including change management activities.</p> <p>Skills & Knowledge</p> <p>Knowledge of Prince2 and / Agile foundation, SAFe (other equivalent);</p> <p>Knowledge of project management tools like Microsoft Project and / or Agile planning tools.</p> <p>Certificates</p> <p>n/a</p>

Category	Competency	Proficiency level
Role competencies	n/a	n/a
	n/a	n/a
Sub-family competencies	Managing change and transition	Basic
	Programme and project management	Intermediate
	Applied knowledge	Basic
Grade competencies	Adaptability & agility	Intermediate
	Analysing & problem solving	Intermediate
	Coping with pressures and setbacks	Intermediate
Core competencies	Ethics and integrity	Basic
	Team collaboration	Intermediate
	Customer centricity	Intermediate

	Results orientation	Intermediate
	Communication	Intermediate
	Cross-cultural sensitivity	Intermediate
	Continuous learning and self-development	Basic