



CPMO Support Officer

Reports to:	CPMO Manager		
Department:	Service Reform and Strategy	Grade:	SO2
DBS Status:	No check required	Politically restricted:	No

Job Purpose:

Provide essential administrative and coordination support to the Corporate Programme Management Office (CPMO). Support the CPMO Lead and CPMO Manager in ensuring effective governance, reporting, and assurance across programmes and projects. Maintain accurate programme and portfolio records, documentation, and registers. Enable effective information flow between project teams, the CPMO, and senior stakeholders. Support consistency, compliance, and quality across corporate change activity. Contribute to the smooth operation and continuous improvement of CPMO processes.

Values

Collaborate proactively.
Lead inclusively.
Embrace change.
Be bold and curious.
Celebrate and share our success.

Job specific roles and responsibilities

- Provide day-to-day coordination of the CPMO function
- Maintain project, programme, and portfolio documentation, templates, and records
- Lead the preparation, coordination, and distribution of reports for programme boards and governance forums
- Maintain RAID logs, action trackers, and decision registers
- Support data collection and validation for portfolio reporting and dashboards
- Coordinate meetings, workshops, and governance forums including agendas, papers, and minutes
- Ensure version control, document management, and audit trails are maintained
- Support project and programme managers with PMO processes and documentation standards
- Track milestones, deliverables, and dependencies across the change portfolio
- Chase actions and provide progress updates to the CPMO Manager
- Support assurance activities such as health checks, gateway reviews, and audits
- Support benefits tracking and updates across programmes
- Maintain CPMO calendars, governance schedules, and reporting cycles
- Assist with onboarding of new projects into the CPMO framework
- Contribute to continuous improvement of CPMO tools, templates, and processes

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

Undertake any other duties commensurate with the general level of responsibility of this post.



Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. Commitment to ongoing professional development
2. Understanding of project and programme management principles
3. Knowledge of PMO governance, reporting, and controls
4. Knowledge of document management and information control practices
5. Understanding of data quality, reporting accuracy, and audit requirements

Experience

6. Experience in an administrative, coordination, or PMO support role
7. Experience supporting meetings, reports, and governance processes
8. Experience handling confidential or sensitive information appropriately
9. Experience working in a fast-paced, deadline-driven environment

Skills and Abilities

10. Strong organisational and time management skills
11. High level of attention to detail and accuracy
12. Confident user of Microsoft Office, especially Excel, Word, PowerPoint, and SharePoint
13. Ability to manage multiple tasks and competing priorities
14. Strong communication skills, both written and verbal
15. Ability to work effectively as part of a team and independently using initiative
16. Positive, proactive, and flexible approach to work
17. Ability to build effective working relationships across teams
18. Familiarity with, or willingness to develop understanding of, Artificial Intelligence (AI) and machine-learning techniques for data analysis and predictive insights.

Overall Headcount: None

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs