



Civil Service
Local

Project Coach for Academy Projects – People Development

Grade: HEO / SEO (but see notes)

Business/Function where this type of role exists: Civil Service Local: North West

Time Commitment: ½ day per week (approx)

Context: Civil Service Local is a programme established by Cabinet Office which seeks to ensure the Civil Service has a professional, motivated and skilled workforce that takes pride in, and is passionate about, delivering better, more cost-effective public services in the United Kingdom. The Programme is run through 9 regional networks with the overarching aims of:

- Improving the culture, identity and brand of the Civil Service throughout the United Kingdom;
- Identifying, developing and delivering initiatives that result in:
 - better opportunities for staff
 - better services for the public
 - Ensuring the best value for money from making effective and efficient use of resources.

Civil Service Local is a key route to delivering Civil Service Reform which will seek to deliver government aims of creating a modern and highly-skilled workforce that can deliver the efficiencies and changes required for future success.

Civil Service Local has been operating since July 2011 in its current form, and has a programme of initiatives that seek to meet the national objectives, contribute to Civil Service Reform and deliver objectives that meet the needs of the locality. The programme is hosted by HMRC but works across the locality, across government departments and the wider public sector.

Role Purpose: One of the key deliverables for Civil Service Local North West is an Academy to be held in September/ October 2014 that will require delegates to devise and deliver a project to help support Civil Service reform. The Project Coach role sits within the CS Local North West Programme Team and successful applicants will be responsible for providing coaching and mentoring support to two Academy projects.

The aim of the Academy is to develop future leaders of the Civil Service through both individual and collective personal development opportunities & encourage closer working across government departments. The 2014 Academy aims to deliver a suite of project ideas to shape and support future Civil Service reform & involves on-going evaluation of individual development and business effectiveness

The successful candidate will be required to coach two project teams of academy delegates to deliver their chosen projects. This will involve coaching in project management delivery as well as personal learning for the delegates.

The role will offer opportunities:

- for personal development - working closely with individuals from different government departments, across grade levels with different experiences and backgrounds.
- to be involved in shaping and developing the future model for cross government learning and development
- To develop skills and experience of delivering project outcomes and facilitation at cross government events.
- To enhance interpersonal skills and a greater appreciation of cultures/approaches across government departments
- To work with organisations from other areas of the public sector such as the police and NHS

What the role does not cover:

- You are not the project manager for the Academy project
- You do not have responsibility for carrying out the project management disciplines required in order to deliver your projects
- You do not dictate the direction of the project, although you do highlight potential pitfalls for the project team to consider where appropriate

Responsibilities/Tasks: The successful candidate will:

- Coach their Academy project teams in basic project management/disciplines;
- Utilise generic project management documentation;
- Upskill project team members in the relevant aspects of project management;
- Provide support to their Academy project team to deliver their project;
- Provide a link between their project team and the project sponsor;
- Provide a link between their project team and the CSNW management team;
- Work closely with the CSNW Project Coach lead to ensure reporting commitments are met;
- Work closely with colleagues to safeguard delivery of each aspect of the project;

- Work with stakeholders and customers in all government departments in the North West, as well as representing and promoting CS Local with internal and external customers;

Management of people: No direct line management is envisaged as project staff are part-time volunteers / secondees, but project teams will need to be managed in terms of performance, delivery and personal development.

Key Interactions: The job holder will need to work with and engage:

- CS Local North West Steering Group;
- CS Local North West Programme Team;
- CS Local North West Project Leads;
- CS Local North West Project Coach lead
- CSNW Academy Delegates
- Stakeholders and customers from all government departments and the Public Sector;
- Customers from local organisations and communities who may interact with CS Local North West.

Performance Metrics: Success in the role will be measured by:

Delivery against objectives and targets for the project you support;

Engagement and management of programme and project staff

Alignment of actions and decisions with strategy and political context;

Effectiveness, completeness and delivery of performance reports;

Risk and issue management.

Academic/Professional Qualifications: None required.

Specialist Knowledge and experience: Experience of project management and coaching / developing others

Civil Service Competency Framework competencies required:

Leading and communicating

You will lead from the front and communicate with clarity, conviction and enthusiasm. You will support principles of fairness of opportunity for all and be dedicated to supporting a diverse range of colleagues. You will take the opportunity to communicate regularly with staff, giving clear direction, specifying goals and supporting their achievement. You will communicate using appropriate styles, methods and timings to maximise impact and

understanding. You will understand and support the work of the Civil Service, specifically around the aims of CS Local and support the Civil Service values and culture. You will use your experience and skills enthusiastically to encourage others to develop.

Building capability for all

You will have a strong focus on continuous learning for yourself and others. You will be open to learning and helping others to learn. You will strive to improve your own knowledge and skill set and pass the benefit of your experience on to others. You will help to develop those with potential in the Academy environment. You will contribute to a learning and knowledge sharing culture across government. Devote your time to coaching and mentoring the leaders of the future. Get to know your project team to understand how you can help delegates to identify opportunities for learning and areas for development. Seek and give feedback to help continuous improvement.

Collaborating and partnering

You will create and maintain positive, professional and trusting relationships, both with your project team and the wider CSNW project team. You will work collaboratively and share information and experience where appropriate – you will proactively offer help where appropriate. You will be open to and willing to make challenge, and you will do it in an open and inclusive manner. You will invest time and energy to foster team spirit. You will deal with disputes or conflicts of interest quickly and effectively. You will champion collaborative working and promote a culture of seeking solutions where cross departmental boundaries pose problems

Learning requirements: None. But experience of project management/project delivery is essential

Role Specifics Location: The role can be based in any North West location. Some travel will be involved but this will be mostly contained to the North West region.

Placement: The position would suit a full-time (in addition to other duties) or part-time worker at either SEO or HEO, although other grades will be considered if potential in their behaviours and skills is evident. The project is for 12 months, but can be extended as appropriate.

Funding: Home departments will need to meet salary and expenses.

Dates Required: Project Coaches are required to be available on the following dates:

- 11th September (AM only) Project Coach Induction - Preston
- 18th September (AM half day) Project Coach Teach-In – Preston
- 2nd & 3rd October to attend The Academy – Hutton, nr Preston