

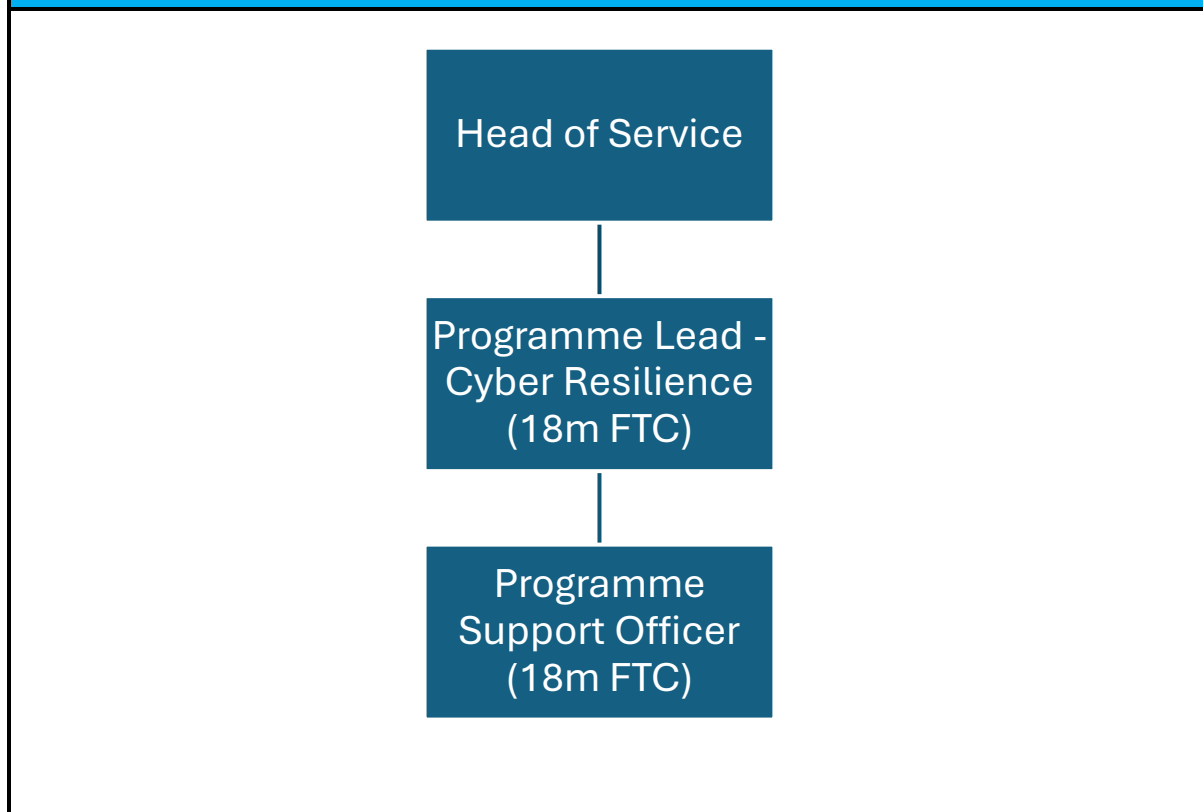
JOB DESCRIPTION

Job title	Programme Support Officer – Cyber Resilience Programme (18m FTC)
Directorate	Chief Executive
Service	ICT
Team	Business Operations and Projects
Grade	D

DBS Check Required	None
Justification for DBS	Choose an item.
Politically Restricted	No

Responsible to:	Programme Lead – Cyber Resilience (18m FTC)
Employees directly supervised (if applicable):	None

Organisational structure chart *(job titles only, no employee names)*



1. JOB PURPOSE:

1. To deliver robust and timely coordination, administrative support, and programme governance controls for the Council's Cyber Resilience Programme.
2. To actively drive progress, chase actions, and ensure ICT, HR, and service teams deliver to agreed timelines.
3. To be focused on the Cyber Resilience Programme with all aspects of programme support to ensure that the Programme delivers its objectives.

2. DESCRIPTION OF DUTIES:

Key responsibilities

- Provide day-to-day programme support to the Cyber Resilience Programme Manager, ensuring smooth operation of all programme activities.
- Coordinate workstreams across ICT, HR, and service areas, ensuring tasks are clearly assigned, tracked, and completed within required timescales.
- Maintain programme plans, RAID logs (Risks, Assumptions, Issues, Dependencies), decision logs, and action trackers, ensuring information is accurate and up to date.
- Facilitation of programme boards, technical working groups, and cross-departmental meetings, including preparing agendas, papers, and minutes.
- Monitor progress against key milestones and escalate risks or delays promptly.
- Assist with the collation of evidence, documentation, and reporting required for internal assurance, external regulators, and post-incident reviews.
- Coordinate communications between ICT, HR, services, and senior leadership to ensure consistent messaging and timely updates.
- Support resource planning as required, including liaising with services on resource availability and maintaining the resource availability across the programme. To provide up to date resource information to support the effective planning and delivery of work..
- To maintain programme documentation ensuring that it is accurate and current, ensuring teams can access the information they need to deliver work effectively.
- Ensure programme documentation is stored, version-controlled, and accessible in line with governance standards.

The duties and responsibilities outlined in this job profile are indicative of the role, however they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.

SELECTION CRITERIA/PERSON SPECIFICATION

Conditions to Note:

The person specification outlines the essential requirements the post holder or applicant must meet to fulfil the role and the duties outlined.

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Resilience:

We encourage staff to assist the council during a significant emergency response which will focus on meeting the needs of residents. This may necessitate staff involvement, and in exceptional circumstances, could involve redeployment to support the emergency response.

Informed by our learning from the Grenfell tragedy, senior managers (Head of Service and higher) are expected to play an active coordination and leadership role in the Council's broader emergency response efforts during major or serious incidents. This includes arranging urgent resources from their own services and rallying staff teams to help residents during their time in need.

Values & Behaviours

The Royal Borough of Kensington and Chelsea have identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications/Training/Certificates No formal qualifications are required for this post.
C	Skills, knowledge and experience • Experience providing programme or project support in a complex, fast paced, organisation

	• Strong organisational skills with the ability to manage multiple tasks and priorities under pressure. • Excellent communication skills, able to work confidently with ICT teams, HR colleagues, service managers, and senior leaders. • Ability to produce clear, accurate documentation including minutes, reports, trackers, and dashboards at pace and using modern tools (e.g. AI). • Understanding of programme governance, risk management, and change control processes. • Strong proficiency with Microsoft 365 tools (Teams, SharePoint, Excel, Planner, PowerPoint, CoPilot). • Ability to work in a fast-paced environment responding to evolving priorities. • Evidence of continuous professional development in digital, data and technology leadership. • Experience supporting cyber security or ICT programmes or similar experience, with a good understanding of ICT technical language. • Knowledge of cyber security best practice. • Aptitude for technical learning including the ability to adapt to the use of new technology, including project management technology, as required. • Understanding of how equality and diversity applies to the role and a demonstrable commitment to ensuring equality, diversity and inclusion in the delivery of the work.
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OUR VALUES AND BEHAVIOURS

Our values and behaviours underpin everything we do.

They guide our interactions with residents, businesses, visitors, partners and each other.

They are also a measure of how well we've done.

Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input

E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that:

	• I am told when something is not possible, and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	WORKING TOGETHER We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.