

JOB DESCRIPTION

JOB TITLE:	Programme Support Officer - Organisational Improvement Programme
MANAGED BY:	OIP Programme Lead
GRADE:	8
Contract:	Fixed-term for 2 years (secondment opportunities welcome)

ROLE OVERVIEW

The West of England Mayoral Combined Authority (MCA) is looking for a highly motivated Programme Support Officer (PSO) to join the Organisational Improvement Programme (OIP) team on a 2 year fixed-term basis. Secondment applications are also welcome.

This is an exciting opportunity to help shape and deliver a range of organisational change and service improvement initiatives. The OIP is driving smarter, more inclusive, sustainable and innovative ways of working across the organisation. You'll be joining a collaborative, forward-thinking team that is focused on making change stick and improving outcomes for both staff and the communities we serve.

We're looking for someone who thrives in a change environment, builds strong relationships quickly, and enjoys working with a wide range of stakeholders. You'll bring a solid understanding of organisational improvement and change management, excellent project management and planning skills, and a calm, can-do approach to delivery in a busy and evolving context. An eye for innovation and improvement, whether through digital tools, data-led insight, or creative collaboration - will be key to success in this role.

THE ROLE

The PSO - Organisational Improvement Programme will play a key role in delivering meaningful change across the organisation. Sitting within the OIP team, the role will support a range of improvement projects designed to enhance how we work and deliver services. This includes everything from improving internal processes and systems, to embedding new ways of working that support collaboration, inclusion, sustainability and innovation.

The postholder will work closely with colleagues across all levels of the Combined Authority, using strong project coordination, administration and change skills to guide teams through transformation. This is a hands-on delivery role, ideal for someone who is highly motivated, thrives in a dynamic environment, and enjoys working with people to make practical, lasting improvements.

KEY RESPONSIBILITIES

Support the delivery of organisational improvement projects, ensuring they are well-planned, effectively governed, and achieve intended outcomes.

Support development of and maintain detailed project plans, including timelines, deliverables, resources, interdependencies and risk.

Apply structured change management principles to support teams through change and ensure positive adoption of new ways of working.

Support delivery of reporting framework and produce clear and timely reporting to track progress, risks, and benefits, and ensure appropriate escalation and resolution where needed.

Build and maintain strong, productive relationships with stakeholders across directorates and services to enable collaboration and shared ownership.

Support the development of business cases, benefits plans, and project documentation.

Contribute to the continuous improvement of project management tools, processes, and practices across the OIP team.

Represent the team at meetings, workshops, and governance boards, communicating updates and supporting decision-making.

Ensure equity, diversity, and inclusion are considered in all aspects of project planning and delivery.

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Essential

Qualifications and Knowledge

Relevant demonstrable experience in project or change management.

Good working knowledge of organisational change, service improvement, and project management methodologies (e.g. PRINCE2, APM, Agile).

Understanding of the challenges and opportunities involved in working in a complex, political or public sector setting.

Digitally savvy, with the confidence to use and learn a range of digital tools to support project delivery, collaboration, and reporting - including experience with platforms such as Microsoft 365, MS Project, Planner and Power BI.

Experience

Demonstrable experience in managing or supporting the delivery of change or improvement projects.

Experience working with diverse stakeholders to design and implement change initiatives.

Proven ability to produce clear, high-quality documentation, Board level reports and deliver effective programme reporting.

Experience managing risks, interdependencies, and timelines in a project setting.

Skills and Competencies

Clear understanding of organisational transformation and change.

Highly organised, with excellent planning and prioritisation skills.

Strong interpersonal and relationship-building skills, able to engage and influence a wide range of stakeholders.

Confident communicator - both written and verbal with the ability to explain information clearly and appropriately for different audiences.

Adaptable, proactive, and calm under pressure - able to respond effectively in a fast-paced, changeable environment.

Comfortable working independently and as part of a cross-functional team.

Demonstrable commercial awareness.

Understanding of working in a political environment.

DESIRABLE

Desirable

Brings insight or experience from working in or with digital, data, or technology-enabled transformation programmes, whether through formal qualifications, practical project work or lived organisational change.

Change management qualification (e.g. Prince 2, APMG).

Experience working in or with local/regional government.

OUR VALUES

This role reflects the values of the Organisational Improvement Programme:

Ambitious - We drive improvement with purpose and aim for high-impact outcomes.

Collaborative - We work across teams to achieve shared success.

Inclusive - We design change that is fair and supportive for everyone.

Innovative - We look for better, smarter ways to do things.

Confident - We take ownership, support each other, and act with integrity.