

Job Description

Senior Project Officer

Reference: CS024

Date: May 2026

Job Family: Community Services – Libraries and Information Services
Level: 2
Band: 8
Career Track: Technical, Professional and Supervisory

Job Purpose

Lead and coordinate the delivery of strategic projects and service improvement initiatives within Library and Information Services, supporting the Council's ambition to improve access to services and digital inclusion. Working closely with senior management and partners, the postholder will drive innovation, manage resources and funding, influence service transformation and ensure the successful delivery of outcomes that improve the experience and accessibility of library services for Northumberland residents.

Duties and Responsibilities

- Lead the planning, coordination and delivery of the 'Increasing Access to Northumberland Libraries' project, funded through the Arts Council England Library Improvement Fund (Round 4), ensuring successful implementation in accordance with programme objectives, governance requirements and BEST principles.
- Provide specialist advice and recommendations to senior management on library service development, digital inclusion and customer access initiatives, influencing strategic decision-making and supporting the delivery of Council priorities.
- Establish and maintain robust project management, governance and communication arrangements, ensuring effective monitoring, reporting, risk management and delivery of agreed outcomes.
- Represent Library and Information Services at corporate, regional and partnership forums, influencing stakeholders, developing strategic partnerships and identifying opportunities for innovation, collaboration and external funding.
- Lead the development of reports, business cases, briefings, publicity materials and other project documentation, providing clear and evidence-based information to support decision-making and stakeholder engagement.
- Manage allocated project budgets (£500K) and resources effectively, ensuring compliance with financial regulations, grant conditions and reporting requirements, and maximising value for money.

- Lead service improvement and transformation initiatives arising from the programme, embedding new approaches, technologies and ways of working to improve accessibility, customer experience and service effectiveness.
- Lead the collection, analysis and interpretation of qualitative and quantitative data to evaluate performance, measure impact, inform decision-making and support future service development.
- Ensure accurate and compliant maintenance of project and service records, applying data protection, information governance and confidentiality requirements at all times.
- Provide leadership and management to any allocated staff, including supervision, performance management, workforce planning, workload allocation, coaching and professional development, ensuring high standards of performance and engagement.

Person Specification

Professional and Technical Requirements

Qualifications

- Relevant degree or similar level 6 qualification in project or library management or a related field, or equivalent relevant experience.

Knowledge, Skills and Experience

- Knowledge of public library services, service development, accessibility and digital inclusion initiatives.
- Experience of leading and delivering complex projects or programmes, including planning, implementation, monitoring and evaluation.
- Strong project management skills, including governance, risk management, performance reporting and benefits realisation.
- Ability to provide strategic advice and recommendations to senior managers and contribute to organisational decision-making.
- Experience of developing and implementing service improvement, transformation and change management initiatives.
- Excellent stakeholder engagement and partnership-building skills, with the ability to influence and collaborate across organisations.
- Strong communication skills, including the preparation of reports, business cases, presentations, briefing papers and funding reports.
- Experience of managing budgets, resources and funding allocations, ensuring compliance with financial regulations and grant requirements.
- Ability to collect, analyse and interpret qualitative and quantitative data to evaluate performance and inform future service development.
- Sound understanding of data protection, information governance and records management requirements.
- Strong leadership and people management skills, including coaching and workforce development.

- Experience of working within local government, public services, libraries, cultural services or externally funded programmes, with an understanding of partnership and funding environments.

Core Competency Requirements

- **Communication:** Tailors communication to audience and context. Uses listening and questioning techniques to clarify complex issues and support team understanding.
- **Collaboration:** Coordinates with colleagues and partners to deliver shared goals and improve service outcomes.
- **Service Delivery:** Identifies and resolves service issues, improves processes, and ensures policy alignment. Promotes efficiency and avoids waste through practical improvements.
- **Decision-Making:** Uses evidence and judgement to resolve issues and improve delivery.
- **Digital & Data Literacy:** Interprets data to improve services. Applies knowledge of digital risks and ethical data use. Uses basic analytical techniques to support decision making.
- **Adaptability:** Adjusts approach responsively to evolving needs and priorities. Identifies opportunities for continuous improvement and supports others through change.
- **Problem-Solving:** Analyses problems and applies knowledge to develop practical solutions and suggest improvements.
- **Leadership:** Supervises day-to-day activity and supports team development. Coordinates tasks and resources to meet the needs of the service.

Strengths

- **Catalyst** - You are self-motivated to act towards achieving a goal. You are confident using your own initiative to take forward actions.
- **Motivator** - You are highly driven and inspire others to move things along and make things happen.
- **Organiser** - You make plans and are well prepared. You seek to maximise time and productivity.
- **Precise** - You concentrate on detail and make sure everything is accurate and error free.

- **Preventer** - You think ahead to anticipate, identify and address risks or problems before they happen.

Desirable

- Ability to engage with and build strong relationships with stakeholders at all levels, including elected members, senior officers, staff and community groups.
- Knowledge of relevant legislation, regulations, and policy frameworks governing public sector operations.
- Experience in project management, continuous improvement and any relevant qualifications (e.g. PRINCE2).
- Proficiency in MS project or other relevant software applications.
- Experience with document management systems.