

# Hertfordshire County Council

## Job Outline



**JOB TITLE:** Portfolio Officer  
**GRADE:** H7  
**REPORTS TO:** Portfolio Office Manager  
**TEAM:** Building Management  
**DEPARTMENT:** Resources

### Purpose of the Job

To provide a decision-enabling/delivery support structure for all change within the Design and Capital Delivery team, enabling it to plan, manage and deliver significant programmes of investment and building work across the county

### Main Areas of Responsibility

**Customer Service:** Provide a reliable, efficient and customer focussed service on behalf of the team, managing shared inboxes and handling a range of enquiries and requests.

**Managing projects:** To provide support to Project Managers within the team, helping ensure that key project documents and information are in place and filed accurately. Ensure project progress and tracking information is maintained by Project Managers, enabling reporting against key dates and milestones.

**Research and reporting:** Utilising available management information to undertake analysis to produce reports and highlighting relevant issues and concerns proactively to Project Managers and Leadership Team.

**Monitor and review:** Help to ensure the right measurements are in place to monitor, review and evaluate progress throughout the project. Manage regular surveys of service users to evaluate team performance and feedback.

**Managing budgets:** Support Project Managers to ensure effective budget forecasting and management. Work with Commercial and Operational Support to ensure timely and appropriate procurement methods are used and recorded.

**Communication and building relationships:** Develop and maintain effective working relationships with internal and external partners and stakeholders.

Demonstrate tenacity and effective influencing skills to obtain information required. Resolve or escalate issues in a timely manner.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

## **Person Specification**

**Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.**

**You will be expected to address each point separately and in the order listed.**

**If you do not complete a full supporting statement in the requested format, your application may be rejected.**

- Communicates confidently, persuasively and authoritatively
- Organises and controls delivery, taking ownership of work and prioritising activities to meet deadlines
- Demonstrates effective project management and IT skills (knowledge of Excel essential)
- Works collaboratively with colleagues to achieve the right result
- Undertakes research and analysis and delivers appropriate solutions and recommendations
- Demonstrates tenacity and a positive approach to solving problems creatively
- Proactively identifies where improvements can add value to the business objectives.

There are no specific qualifications required for this job although an understanding of construction project management and/or experience in a property/estate management environment would be beneficial.

## **Equality and Diversity**

Hertfordshire County Council is determined to take action to ensure that our belief in diversity and equality of opportunity is integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff. It is a central responsibility of all councillors, managers, staff and partners. The council's equality policy 'Putting People First' is available on [hertfordshire.gov.uk](http://hertfordshire.gov.uk), on the internal intranet or from your line manager.

## **Health and Safety**

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.