

Position Description

Programme Co-ordinator



The Cooperative Bank

Our purpose

Our long-term aspirations are to develop more long-term value-based relationships with our customers, and for our people to grow and develop so that they are better off working at the Co-operative.

Our values

Our values represent who we are, how we think, and how we behave to bring these to life every day. You'll demonstrate behaviours that define our core values and support an inclusive culture with a strong teamwork spirit.



About the team

The Enterprise Portfolio and Change Management team is responsible for leading the consistent use of a standardised set of skills, tools, and processes to support the delivery and execution of enterprise-wide business and regulatory change. Within the team are centralised project resources that lead and manage the Bank's bigger delivery and change projects and programmes of work, and specialist capability resources providing leadership, coaching, co-ordination of, and advice on our project, programme and change capabilities, frameworks and practices. Together, the team are focussed on uplifting programme and change management capability and practices to enable the Bank to respond quickly to market and regulatory changes, customer needs, and adoption of new technology, all whilst minimising unnecessary impact on its people and its customers.

Purpose of this position

The Programme Co-ordinator plays a key role in managing and supporting the successful delivery of our strategic programmes of work. This is done through the provision of day-to-day management, administration, and co-ordination across the team and the Bank.

Specifically, they are responsible for:

- Organising and co-ordinating programme and related project meetings, including for relevant stakeholder engagements, preparation of agendas and coordination of papers and packs.
- Organising and attending governance meetings, taking accurate minutes/notes, and effectively capturing action items and decisions to guide next steps
- Supporting the preparation and maintenance of programme and project work plans, reports, decision and risk registers and related documents and ensuring that all filing requirements are met.
- Delivering project related assignments such as planning, tracking, and scheduling and raising concerns where appropriate.
- Providing project and administrative support to the Head of Enterprise Portfolio and Change Management and Strategic Programme Leads.
- Contributing to project delivery such as coordinating stakeholder engagement, development of communications and change related activities, and supporting the project team in delivering products as required.

Position reports to: Head of Enterprise Portfolio and Change Management

Challenges and opportunities of this role

- Time and work management including planning, multi-tasking, prioritising work, administration, and processing skills.
- Professionally dealing with multiple stakeholders, cross-functionally and across all levels in the organisation.
- Clearly communicating timeframes and expectations of the programme, in both real time and forward focused.

How you will contribute:

What you'll do	Success will mean
Programme Co-ordination and Administration	
Provide coordination and administrative support to the Enterprise Portfolio and Change Management team.	Programmes and projects (particularly those that are strategic priorities) run smoothly in terms of documentation, cadence, and maintenance of key project artefacts.
Organise and co-ordinate programme and project meetings and workshops.	Project team members and stakeholders clearly understand delivery timeframes, and what is expected as a part of how projects and programmes are run at The Co-operative.
Support Programme Leads and Project Teams to deliver project activities and deliver on their accountabilities by providing high level support services.	Project work is well-integrated and project goals are achieved.
Assist with the development of programme and project management deliverables and documentation (e.g. initiation documents, lean canvases, project plans, status reports,	

What you'll do	Success will mean
<p>risk and issue registers, stakeholder engagement and communication plans).</p> <p>Ensure programme and project management deliverables and documentation are maintained and provide improvement recommendations where required.</p> <p>Recommend and apply relevant programme co-ordination tools and ways of working where required.</p> <p>Assist with tracking programme/project expenditure and milestones and provide timely reminders as needed.</p> <p>Collect data or information as requested to support specific needs of programme or project.</p> <p>Maintains confidentiality of documentation and information.</p>	
Programme Governance and Change	
<p>Organise and co-ordinate the operating rhythms and cadence of governance for programmes and projects, particularly for strategic priorities. This could include:</p> <ul style="list-style-type: none"> • the delivery of meeting papers • the minutes and action points of meetings • distribution of correspondence, risks/issues, and queries to appropriate programme/project team members for resolution • formatting, and when needed developing, communications, presentations, and reports. <p>Support the Strategic Programme Leads and Change Managers with the coordination and visibility of change activity across the enterprise.</p>	<p>The Programme and Project governance structure at The Co-operative runs smoothly.</p> <p>Good use is made of steering committee members' time, and members have sufficient time to read papers in advance of meetings -to enable good decision making and guidance. Change and risk management processes are supported.</p>

What you'll do	Success will mean
Other Accountabilities	
<p>Provide day to day direction and support to key project resources as required.</p> <p>Work collaboratively with other members of the programme and project Teams.</p> <p>Undertake other projects and duties consistent with the scope of the role as requested by the Head of Enterprise Portfolio and Change Management.</p>	<p>Demonstration of behaviours that define our core beliefs.</p>
Healthy and safe work environments	
<p>Follow all health and safety policies, standards, emergency procedures and plans.</p> <p>Participate in health and safety activities, training and meetings as required.</p> <p>Reports hazards, near misses, injuries, incidents, and ideas for continuous improvement.</p> <p>Cease work if an unsafe situation arises and seek assistance.</p>	<ul style="list-style-type: none"> • Having healthy and safe ways of working. • All workers feel empowered to and aware of opportunities to participate in health and safety activities. • Our people can easily report hazards, near misses, injuries, incidents, and ideas for continuous improvement. • Workers stop work if they feel unsafe and connect with their people leader or other workers for assistance.

Decision making and responsibilities

a) Decisions and/or financial accountabilities:

- Day to day decisions related to management of key processes, planning and execution of co-ordinator duties
- Budget monitoring for specific project related activities and resources

b) Actions and decisions that are recommended to a higher level of management for approval:

- Expenditure either within, or over, agreed budget
- Escalation of identified risk, issues, or challenges
- Recommended changes to key project related processes, governance activities or plans
- Change related communications and/or Bank wide communications related to project activity
- Contracts with external providers / partners
- Recruitment and employment-based decisions

Qualifications and experience

- 2-3 years of experience working as a programme or project coordinator – preferably in a multi-project environment.
- Experience in project governance and secretariat duties including paper preparation and minute taking.
- Experience in Banking or Financial Services Experience in a programme /project coordination role preferred but not essential.
- Uses Microsoft Office suite products at an intermediate to advanced level (including Word, Excel, PowerPoint, Outlook, MS Project).
- Experience in agile methodologies and experience with running Kanban boards (desirable but not essential)
- A high degree of attention to detail and accuracy.
- Ability to multi-task and meet deadlines.
- Willingness to develop new skills.
- “Can do” flexible work ethic (able to step up at busy times).

Skills and attributes

Technical Skills

- Strong Microsoft Office Excel and Word skills
- Experience working with a variety of project management methodologies preferred (but not essential)
- Strong written and verbal communication
- Proven competence in producing a variety of professional written communications including governance papers and project management artefacts e.g., project status reports

Personality Attributes

- Well organised and a strong attention to detail
- Good judgement and the discretion to work with confidential information.
- Able to work effectively and build relationships with a variety of work styles and at all levels across the organisation

Conceptual Skills

- Able to learn, understand, apply, and retain latest information / learning / training.
- Pro-active problem identification and solving.
- Researching, analytical and investigative.
- Able to effectively deal with ambiguity and change

Leadership Skills

All of our people are leaders, no matter their role in the organisation. The leadership skills we look for and actively develop in our people.

- **Self-Aware:** You understand your own strengths, values and derailers and seek to be authentic in your leadership style. You have a growth mindset and want to be the best leader you can.
- **Team builder:** You understand that people have different motivators and styles, and you adapt your approach accordingly. You quickly mobilise and motivate teams of people to work co-operatively to get things done.

- **Influencer:** You want to make an impact beyond the borders of your role. You have presence and demonstrate 'horizontal leadership' across the organisation. You know the formal and informal channels to getting things done.
- **Change agent:** You are focused on the everyday improvement and innovation needed to create our digital future. You have the skills to not only conceive change, but to implement it effectively in an agile and flexible way. You are resilient in the face of setbacks.
- **Business savvy:** You understand how the Bank makes money and the drivers of long-term value. You are attuned to market conditions, longer term trends and the changing needs of consumers.
- **Custodian:** In everything you do, you are focused on upholding our beliefs and working for the long-term benefit of the Bank and its customers.