| Role Structure | Role Details |
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| Directorate: | Community Wellbeing |
| Grade: | HC06 |
| Location: | Hereford |
| Responsible to: | Public Health Senior Commissioning Officer |

# Job Description

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| Job Role: Project Support Officer |
| Service: Commissioning |

## Main purpose of the role

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| * Supporting the development and delivery of the Rough Sleeper Drug and Alcohol Treatment Grant Project * The post has no line management or budgetary responsibilities. |

| Key Duties and Responsibilities | Frequency of Task |
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| * The collation of status reporting across project and programme areas, to support Senior Public Health Commissioner in the development and completion of project plans and reports and produce consolidated reporting for Public Health including key deliverables, milestone summary, key issues, risks, benefits, summary of costs incurred. | * Monthly |
| * Work with partner agencies to improve data capture and analysis to inform population health need and feed into building a wider holistic picture of need. | * Monthly |
| * To support in the development of templates and support tools and ensure the correct governance is incorporated so that robust audit records are in place to support decision making within projects. | * Weekly |
| * Set up and facilitate project related workshops/events/activities. Manage project tracking and reporting processes and co-ordinate project meetings and the taking of minutes or action notes as required. | * Weekly |
| * The role will report to the Senior Public Health Commissioning Officer on the scheduling and reporting / documentation of projects and Programme Boards, ensuring that meetings and relevant documentation is up to date and in place, action logs are maintained and all timelines are on track. | * Daily |
| * To provide the Public Health team with up to date reports and updates on all projects, initially with a focus on Rough Sleeper Drug and Alcohol Treatment Grant funded project. Ensuring required data is captured against both local and national outcomes and reported back. | * Monthly |
| * To follow the relevant procedures for ensuring that information and data is collected and recorded accurately thus enabling the production of reliable analyses and reports. | * Monthly |
| * To support the programme through monitoring of actions and ensuring the preparation of reports and actions/ responses to the various Boards. | * As required |
| * To regularly assist in the preparation of reports; extract, collate and prepare numerical and other data for highlight and exception reporting and dashboards for consideration by Portfolio, Programme and Project Managers. | * As required |
| * To follow the relevant procedures for ensuring that information and data is collected and recorded accurately, thus enabling the production of reliable analysis, highlight and dashboard reports. | * Daily |
| * To maintain data reporting systems, and ensuring that data is entered accurately and in a timely manner. | * Daily |
| * To respond to routine enquiries, receive incoming telephone calls, ascertain the purpose of the call, either dealing with queries or ensuring that enquiries and/or complaints are dealt with by the appropriate staff. This will include dealing with confidential and sensitive information. | * Daily |
| * To respond and deal with messages, complaints and queries, liaising with officers, councillors, MPs and other persons, including external providers | * Daily |
| * To assist and advise team members with regard to timescales for report submissions and meetings. | * As required |
| * To undertake progress chasing and deadline monitoring to ensure the maximum efficiency of the service. | * Weekly |
| * Organise and manage events, maintain and co-ordinate meetings, workshops and events; preparation of agendas and papers as required working with partners and liaising with stakeholders and members. | * As required |
| * To minute meetings to the required quality standard and prepare the transcription of these minutes for distribution to those present. | * As required |
| * Develop a strong network to facilitate, liaise and co-ordinate activities and projects across the full range of services. | * Daily |
| * To manage and prioritise own workload, always adhering to deadlines. | * Daily |
| * Support the review, development, evaluation and monitoring of policies and procedures | * As required |
| * Review project activities for compliance with procedures and standards. | * Daily |

**Person Specification**

| **Requirements** | **Essential or Desirable** | **Identified by**  **A – Application I – Interview** |
| --- | --- | --- |
| **Qualifications and Training** | | |
| * Prince2 Foundation | Essential or Desirable | A, I |
| **Experience & Knowledge** | | |
| * Experience of working in a programme of change initiatives | Essential or Desirable | A, I |
| * Strong understanding of the Council’s governance arrangements and decision making | Essential or Desirable | A, I |
| * Understanding of the principles and frameworks of successful project management from a support perspective | Essential or Desirable | A, I |
| * Proven experience in managing internal and external stakeholders | Essential or Desirable | A, I |
| * Understanding of project delivery and decision making within a fast-paced business environment | Essential or Desirable | A, I |
| * Excellent oral and written communication skills | Essential or Desirable | A, I |
| * Strong relationship building and interpersonal skills | Essential or Desirable | A, I |
| * Experienced user of MS Project and MS Office toolset (Word, Excel and PowerPoint) | Essential or Desirable | A, I |
| **Skills and Abilities** | | |
| * Professional and positive approach | Essential or Desirable | A, I |
| * Diligent with attention to detail | Essential or Desirable | A, I |
| * Ability to cope under pressure | Essential or Desirable | A, I |
| * Collaborates well | Essential or Desirable | A, I |
| * Self-motivated & selfsufficient | Essential or Desirable | A, I |
| * Effective communicator at all levels | Essential or Desirable | A, I |
| * Team player, and able to work on own initiative | Essential or Desirable | A, I |
| * Assertive, adaptable, and creative | Essential or Desirable | A, I |
| * Analytic ability | Essential or Desirable | A, I |
| * A can do attitude and willingness to go the extra mile when required | Essential or Desirable | A, I |

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

## Our Values and Behaviours

The council’s THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. ​They help us to achieve our Council Plan vision “do our best for Herefordshire” acting as our DNA and the “way that we do things around here”. We expect all colleagues to act as a role model by living our values and setting an example for others. ​Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust -** Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty -** Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility -** Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

**Inclusivity -** Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value -** Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy -** Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.