

SEFTON METROPOLITAN BOROUGH COUNCIL
JOB DESCRIPTION

Service: Children's Services

Location: Bootle

Team: Programme Management Office

JE Number: A4073

Post: Project Support Officer

Grade: Grade I

Responsible To: Programme Manager Transformation and Service Development

Responsible For:

JOB PURPOSE

The Project Support Officer within the Transformation Team will assist with the delivery of key change initiatives, ensuring that projects are executed efficiently, on time, and within budget. This role supports the transformation management function and helps facilitate smooth operational workflows across multiple workstreams. The position requires coordination between different stakeholders, as well as meticulous documentation, data analysis, and administrative support to ensure project success.

MAIN DUTIES

- **Project Coordination and support:** Assist the Transformation Manager in planning, executing, and monitoring project timelines, milestones, and deliverables. Undertake professional and horizon scanning research to fact-finding projects, supporting the review of policies and strategies, and implementing change
- **Document Management:** Create and maintain project documentation including project plans, risk registers, status reports, and meeting minutes.
- **Stakeholder Support:** Act as a point of contact for project stakeholders, providing updates and ensuring their queries are addressed in a timely manner.
- **Resource Scheduling:** Coordinate the availability of resources (personnel, equipment, etc.) to ensure project deadlines are met.
- **Risk and Issue Management:** Monitor project risks and issues, providing support for their identification, logging, and mitigation.
- **Administrative Support:** Organise meetings, prepare agendas, and ensure follow-ups on action items. Maintain project databases and files in an organized manner.
- **Data and Reporting:** Collate, analyse, and report on project data, helping the team to track progress, manage risks, and ensure targets are met.
- **Change Management:** Support the communication and engagement plans related to transformation activities to ensure smooth adoption of new processes and systems.
- **Compliance, Quality and Safeguarding:** Ensure all projects comply with organisational policies, procedures, and relevant regulatory frameworks. Adhere to statutory guidance for children's social care, ensuring projects contribute to the safe and effective support of children and families.
- **Key Working Relationships:** Utilise excellent communication skills to work with and alongside stakeholders ensuring effective relationship management.

- **Continuous Improvement:** Assist in identifying and implementing opportunities for process improvements within the project support functions

QUALIFICATIONS AND EXPERIENCE

See Person Specification

GENERAL:

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff are responsible for the implementation of the Health & Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The postholder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure appropriate improvements are made where necessary.

The Authority has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality policies of the Council.

Note: Where the postholder is disabled, every effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.

PERSON SPECIFICATION

Post: Project Support Officer
Department: Children's Services

Post No. TBC

Since confidential information is involved with the duties of this post, the postholder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

Undertake, and participate in training, coaching and development activities, as appropriate.

The person appointed will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

Personal Attributes Required	Essential (E) Or Desirable (D)	Method of Assessment
<u>QUALIFICATIONS</u>		
Relevant academic and or professional qualification in Project management	D	AF/I
3 A levels or equivalent experience.	D	AF/I
GCSE grade C and above or equivalent in Maths and English	E	AF/I
<u>EXPERIENCE</u>		
Experience providing administrative support in a project or transformation environment.	E	AF/I
Proven track record of managing documentation and organizing multiple workstreams.	E	AF/I
Experience of working within Children's services	D	AF/I
Experience of working collaboratively within an organisation, with partners and external bodies and of building strong working relationships	E	AF/I
Familiarity with risk and issue management processes	D	AF/I

<u>SKILLS/KNOWLEDGE/APTITUDES</u>		
Strong communication skills, both written and verbal, with the ability to engage and collaborate with various stakeholders	E	AF/I
Strong organisational and planning skills, with the ability to prioritise conflicting priorities, handle multiple tasks, manage time, resource and work under pressure to deliver to deadlines	E	AF/I
Excellent attention to detail demonstrated through accuracy in managing project documentation, tracking progress, and following up on action items	E	AF/I
Ability to work collaboratively, build and maintain relationships	E	AF/I
Analytical mindset and proactive approach in identifying risks, issues, and potential solutions.	E	AF/I
Proficient in MS Office (Excel, PowerPoint, Word)	E	AF/I
Excellent interpersonal skills in order to build support for change and collaborative working	E	AF/I
Demonstrated ability to work effectively in a team-oriented, collaborative environment.	E	AF/I
Adaptability and flexibility in responding to changing priorities and business needs.	E	AF/I
Strong ethical approach and commitment to safeguarding and promoting the welfare of children.	E	AF/I
Self-motivated and capable of working independently as well as part of a team	E	AF/I
Ability to manage stress and work under pressure to meet deadlines	E	AF/I
Committed to delivering high-quality support to internal and external stakeholders.	E	AF/I
Willing to learn and adapt to new methodologies, tools, and practices.	E	AF/I

Prepared by: Jacquie Finlay

Designation: Programme Manager for Transformation & Service Development

Date: September 2024