

Northumberland County Council

JOB DESCRIPTION

Post Title: Project Support Officer		Director/Service/Sector: Adult Services		Office Use
Band: 6		Workplace: County Hall, Morpeth		JE ref: 4351 HRMS ref:
Responsible to: Senior Service Improvement Manager / Governance Manager (Assurance)		Date: June 2023	Manager Level:	
Job Purpose: Support the implementation of service improvement projects and governance assurance within the Business Transformation and Governance team for Adult Services.				
Resources	Staff	Not applicable		
	Finance	Supporting with the efficient and effective running of service improvement and governance assurance programme/projects within Adult Services, of which they will contribute towards financial savings up to £5000. The role will also be expected to raise invoices on Oracle as required.		
	Physical	Expected to frequently work away from the normal office location in order to support with service improvement and assurance work.		
	Clients	Supporting Adult Services and ensuring compliance with relevant legislation, council policies and procedures.		
Duties and key result areas: 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19. Deal with sensitive information of a delicate and personal nature, requiring a degree of empathy and re-assurance.
20. Undertake audits as necessary to their own work and to support the projects within the team.
21. Utilise own initiative and make frequent decisions without access to senior officers
22. Utilise prioritisation skills in order to manage multiple projects, handle varied workload and make accurate decisions under pressure.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Physical requirements:	Sedentary office work with occasional need to stand, walk and lift
Transport requirements:	Will involve travel to other office sites, meetings or other venues throughout the County and region and further afield on occasion.
Working patterns:	37 hours per week, flexible.
Working conditions:	Office based with regular visits to other offices.

Northumberland County Council
PERSON SPECIFICATION

Post Title: Project Officer		Director/Service/Sector:	Ref: 4351
Essential	Desirable		Assess by
Qualifications and Knowledge			
Degree level or equivalent standard of general education. Knowledge of the main theory, procedural and practical issues relating to the service e.g., Project Management, LEAN Methodology, Continuous Improvement. Knowledge of relevant policies, procedures, trends, developments and best practice. Evidence of continued professional development. Knowledge of CQC Regulations. Knowledge of basic budgeting & financial procedures.		Understands the diverse functions of a large complex public sector organisation and the relevant professional issues.	A/I
Experience			
Recent and relevant post qualification experience in a relevant context for the role. Experience in developing and maintaining excellent collaborative relationships with all relevant internal and external stakeholders. Experience in the public sector Experience in managing projects and performance to successfully achieve set objectives		Experience in a particular relevant specialist area.	A/I
Advanced IT skills and able to effectively use ICT to achieve work objectives. Excellent analytical, reasoning and planning skills. Prepares written, verbal and other media to best professional standards. Effectively expresses views using appropriate means depending upon the audience. Persistence in applying a methodical approach to problem solving and root cause analysis. Proven record of excellent people skills, including good communication and interpersonal skills. Is an effective advocate for the service both internally and externally. Maintains a professional demeanour in stressful and difficult situations. Good negotiation and communication skills and able to persuade others to adopt an alternative point of view. Able to work independently and to take initiative. Ability to be self-motivated, to use initiative and to work as part of a team.		Advanced skills in Microsoft Office.	A/I
Physical, mental, emotional and environmental demands			
Normally works from a seated position with some need to walk, bend or carry items. Need to maintain general awareness with lengthy periods of enhanced concentration. Ability to remain poised under all circumstances and to interact effectively with people in a positive manner that engenders confidence and trust. Ability to manage a varied workload based on changing priorities. Ability to reason logically and make sound decisions considering alternative and diverse perspectives.			A/I
Motivation			

A strong corporate orientation and a commitment to tackling issues in a non-departmental manner. Dependable, reliable and keeps good time. Models and encourages high standards of honesty, integrity, openness, and respect for others. Helps managers create a positive work culture where individual contributions and perspectives are valued. Proactive and achievement orientated. Works with little direct supervision. Committed to providing excellent customer service. Open and enquiring mind, interest in new techniques. Able to manage changing priorities.		A/I
Other		
Able to meet transport requirements of the post.		A/I

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others
e.g. case studies/visits