Northumberland County Council JOB DESCRIPTION

Post Title: Project Support Officer	Director/Service/Sector: Ad	Director/Service/Sector: Adult Services	
Band: 6	Workplace: County Hall, Mor	Workplace: County Hall, Morpeth	
Responsible to: Senior Service Improvement Manager /	Date: June 2023	Manager Level:	HRMS ref:
Governance Manager (Assurance)	amount projects and accompany	average within the Diviness Transfermation on	d Cavarage to a refer Adult

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:

- 1. A key member of the Business Transformation and Governance team whose overarching goal is to support the effective use of data, information, knowledge and technology to improve, inform and support projects.
- 2. Support with the management and coordination, as appropriate, for the delivery of a variety of programmes and projects in line with Adult Services service improvement and Governance assurance programmes in parallel with the Council's major improvement programme and wider improvement and innovation agenda.
- 3. Undertake building surveys specific to Adult Services requirements, ensuring quality of work and producing reports and findings.
- 4. Ensure effective project management and communication systems are developed and maintained in line with the requirements of the service improvement and governance assurance projects.
- 5. Write associated reports or briefing notes and deliver the presentation of results.
- 6. Manage and coordinate, as appropriate, the implementation of Lean Thinking to deliver more efficient and effective business processes and working practices.
- 7. Support the implementation of the county wide Governance assurance process specific to CQC inspection, for Adult Services.
- 8. Support managers in the wider business to identify opportunities and facilitate improvements in organisational efficiency.
- 9. Collect, collate and analyse information and data, as appropriate, to inform and support decision making.
- 10. Develop and maintain appropriate information to the required service standards, observing data protection, privacy and confidentiality rules and procedures.
- 11. Provide support and advice to relevant officers across the Council in developing and implementing effective projects and programmes and support managers to embrace an ethos of continuous improvement.
- 12. Develop and maintain positive collaborative relationships with all relevant internal and external stakeholders to ensure the successful delivery and implementation of projects within deadlines.
- 13. Actively promote and represent the interests of the Adult Services / County Council in relation to service activities and policies at local, regional and national level, as appropriate.
- 14. Attend and contribute to relevant committees, meetings, seminars and participate in task groups as required.
- 15. Support Senior Service Improvement Manager / Governance Manager (Assurance) and Senior Manager with their tasks.
- 16. Take ownership of certain small projects and deliver them from inception to completion.
- 17. Contribute to the development of related policies, procedures and initiatives.
- 18. Ensure compliance with organisational requirements for Risk Management, Safeguarding, Health & Safety and other legal and statutory requirements along with best practice and general duty of care.

- 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.	Understands the diverse functions of a large complex public sector	
Knowledge of the main theory, procedural and practical issues relating to the service e.g.,	organisation and the relevant professional issues.	
Project Management, LEAN Methodology, Continuous Improvement.		A/I
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.		
Experience		•
Recent and relevant post qualification experience in a relevant context for the role.	Experience in a particular relevant specialist area.	
Experience in developing and maintaining excellent collaborative relationships with all relevant		A/I
internal and external stakeholders.		
Experience in the public sector		
Experience in managing projects and performance to successfully achieve set objectives		
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Advanced IT skills and able to effectively use ICT to achieve work objectives.	Advanced skills in Microsoft Office.	A/I
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.		
Physical, mental, emotional and environmental demands	<u> </u>	
Normally works from a seated position with some need to walk, bend or carry items.		A/I
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.		
Motivation		

A strong corporate orientation and a commitment to tackling issues in a non-departmental	A/I
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.	
Other	
Able to recet transport requirements of the recet	Λ /Ι

Able to meet transport requirements of the post.

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