**JOB DESCRIPTION**

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| **Post Title: Project Support Officer (Adults)** | | **Director/Service/Sector Contracts and Commissioning team, Adult Social Services** | | **Office Use** |
| **Grade: Band 6** | | **Workplace: County Hall, Morpeth** | | **JE ref:4516**  **HRMS ref:** |
| **Responsible to: Care academy manager** | | **Date: December 2024** | **Manager Lever:** |
| **Job Purpose: Support the care academy manager in the development, planning, implementation and evaluation of the Northumberland care academy.** | | | | |
| **Resources** | Staff | No direct responsibility | | |
| Finance | | Supporting with the efficient and effective running of the programme and workstream projects. Support the manager to monitor the academy 150k budget. Actively seeking to source other relevant funding streams for the project and complete bids for additional funding with a target figure for income generation of around 300k. | | |
| Physical | | Operates core adult social care systems and other key corporate systems to ensure that customer and service needs are met | | |
| Clients | | Manages functions and programmes that have a considerable impact on the well-being of all council services, service users and the public of Northumberland. This includes the overall wellbeing of service users and fits in with the council preventative agenda. Ensures compliance with the relevant legislation, council policies and procedures. Works with the contracts and commissioning team around monitoring and quality of services provided and ways to improve as well as with CQC and safeguarding teams to address quality and concerns which have an impact on the quality-of-service provision in the sector and wellbeing of service users. | | |
| **Duties and key result areas:**   1. **Provide comprehensive project support.** 2. **To contribute to the planning, delivery, monitoring and recording of outcomes for the care academy.** 3. **Attend recruitment events to help raise the profile of adult social care in Northumberland within the jobs market and provide advice in potential social care career pathways** 4. **Co-ordinate and support with planning of key events.** 5. **Act as first point of contact for stakeholders, effectively handling enquiries.** 6. **Develop and maintain positive collaborative relationships with all relevant internal and external stakeholders to ensure the successful delivery and implementation of projects with deadlines.** 7. **Identify the acquisition of additional funding opportunities.** 8. **Co-ordinate meetings, produce agendas and documents as required.** 9. **Support with the production of project information to be presented at committees/ cabinet.** 10. **Provide administrative support.** 11. **Utilise prioritisation skills to manage multiple projects, handle a varied workload and make accurate decisions under pressure.** 12. **Use all social media opportunities to develop a digital presence for the care academy.** 13. **Support with data collection and information analysis using spreadsheets and databases.** 14. **Deputise for the care academy manager at meetings and events when necessary.** 15. **Develop an annual recruitment and training plan for adult social care providers reflecting national drivers.** 16. **Support in the development and growth of a care academy web page and promotional information** 17. **Formation of social media pages for the care academy.** 18. **Supporting managers in the wider business to identify opportunities and facilitate improvements in organisational efficiencies.**   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** | | | | |
| Transport requirements:  Working patterns:  Working conditions: | | Will involve travel to meetings venues, offices or training sites throughout the county and further afield on occasion.  Normal office hours but flexi may apply. Possible attendance at evening events.  Predominately based at NCC with regular visits to provider establishments and other venues. Hybrid working opportunities. | | |

**PERSON SPECIFICATION**

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| **Post Title:**  Project support officer | **Director/Service/Sector: Contracts and Commissioning team, Adult Social Services** | Ref: | |
| **Essential** | **Desirable** | | **Assess**  **by** |
| **Knowledge and Qualifications** | | | |
| Degree level or relevant professional qualification  Good standard of general education particularly English and Maths.  Excellent IT skills including knowledge of Microsoft Word, PowerPoint and Excel.  Ability to use, navigate and develop social media channels.  Knowledge of relevant policies, procedures, trends and developments in good practice.  Knowledge of CQC regulations and NICE best practice standards and guidance.  Knowledge of basic budgeting and financial procedures | Level 3 or above in health and social care  Actively undertaking ongoing continuous professional or personal development.  Understands the diverse functions of a large, complex public sector organisation and the relevant professional issues.  Recruitment background or similar experience. | |  |
| **Experience** | | | |
| Experience in developing and maintaining collaborative relationships with stakeholder partners.  Experience in managing projects and performance to successfully achieve set objectives.  Has demonstrated and encouraged high standards of honesty, integrity and openness and respect for others  Maintains a professional demeanour in stressful and difficult situations.  Demonstrable negotiation and communication skills and ability to persuade others to adopt an alternative point of view. | Previous role within the public sector, particularly within adult social care.  Experience of working with the voluntary, community or business sectors. | |  |
| **Skills and competencies** | | | |
| Proven record of excellent people skills including good communication and interpersonal skills.  Good presentation skills.  Ability to work independently and take initiative and work effectively as part of a team. The postholder would organise their own workload with minimal input from the manager.  Effective planning and organisational skills.  Ability to maintain personal resilience and healthy work life balance.  Good IT skills with the ability to spot and utilise technology effectively to address customer needs.  Excellent written skills.  Active and effective advocate for the service both within the council and externally.  Excellent analytical reasoning and planning skills.  Effectively expresses views using appropriate means depending on the audience.  Prepares written, verbal and other media information to the best professional standards. |  | |  |
| **Physical, mental and emotional demands** | | | |
| Ability to drive and occasionally work outside of normal working hours.  To be able to meet the physical demands of the post and work under pressure with high workload and rigid deadlines.  The post requires lengthy periods of concentrated mental attention.  To be able to meet manage the emotional demands of dealing with distressing cases involving vulnerable adults who are or have suffered abuse or who may have died and service users or carers who may display anger or frustration. |  | |  |
| **Other** | | | |
| **Motivation**  Positive and enthusiastic  Committed to providing excellent customer service.  Open and enquiring mind, interested in developing new ideas.  Ability to support in the development of a positive work culture in which diverse individual contributions and perspectives are valued.  Dependable, reliable and keeps good time.  Willingness to undertake any appropriate training and development for the role. |  | |  |

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