Job Description and Person Specification

This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and adults at risk, and requires all staff and volunteers to share this commitment.

SECTION A: Specific Role Profile

Post Title	Regional Project Support Officer	**Post No**	W6527
Directorate	Childrens Services and Skills		
Division	Childrens		
Band and Salary	Band D £33,673 - £38,510 per annum. Incremental progression is subject to performance.		
Responsible to	Regional Lead – Communications, Governance & Partnerships		
Location	Council House Solihull		
DBS Check	Not Applicable		
Special Conditions			

Role Purpose

- To ensure efficient and effective administrative support is available for the West Midlands Children's Services (WMCS) programme in relation to all business and finance matters
- Managing the administration function for the WMCS programme; organise and ensure appropriate programme support to the Executive Lead, Strategic Support Manager and Programme Manager.
- To support the links to national partners, agencies and activities of the West Midlands on Children's services issues, under the guidance of the chair of the WMCS.
- Occasional travel to support Delivery of the Programmes and maintain communication and development of relationships across the Region.
- Assisting in production of high quality reports.

Role Responsibilities

- To help the Programme Manager, Strategic Support Manager and WMCS Project Groups manage output, workflow and deadlines

- Taking a forward-thinking and pro-active approach to calendar management, task prioritisation and logistical organisation

- Prioritise, acknowledge and distribute incoming email and correspondence on behalf of WMCS

- Support the development and implementation of projects linked to the improvement of Children's Services across the West Midlands.

- Deliver a high quality administrative business and finance support function for the West Midlands regional programmes, project plans and deadlines.

- To coordinate and support regional meetings, including minute taking and producing detailed minutes and a clear record of actions when required.

- Maintain records of documentation concerning contractual agreements and supplier communications for WMCS Network and in accordance with guidelines and legislation.

- To maintain efficient data management systems for regional programme delivery.

- To provide regular detailed information and data analysis to the Programme Manager and WMCS as required.

- To build and maintain regional and national relationships by proactively responding to business issues.

- Identifying opportunities to deliver best value from commercial relationships.

- To actively contribute to the overall development of the regional programmes as a member of the Regional team.

- To contribute actively to working groups and project teams including the inducting and supporting new members, as appropriate.

- To act as the first point of contact for dealing with enquiries from colleagues across the region and other partners, either face to face, by telephone, written or electronic communication.

- Manage the workflows and outputs of the administration function

- Line manage administration staff as per the Solihull Way

- Undertake procurement activities that support the function of the West Midlands regional programme.

- Monitoring and reporting budget activity and spend to the Programme Manager, highlighting shortfalls in anticipated spend and ensuring the project remains on-time accordingly.

- Undertake any other duties deemed to be commensurate with the post.

Section B: Person Specification

	Essential Criteria	Desirable Criteria	Measured By
Education & Qualifications	Relevant NVQ Level 3 e.g. Business Administration (or equivalent) or relevant demonstrable extended work experience in office administration.	Programme or Project Management qualification e.g. Prince 2	Certificates, Application Form, Interview
Experience & Knowledge	Comprehensive experience of office administration including financial and business administration.		Application form, Interview
	Experience and knowledge of budget management, including planning, monitoring, maintaining and analysing financial records		Application Form + Interview
	Significant experience of using finance and customer related databases.	Experience of using i-procurement and or i-expenses.	Application
	Experience of delivering excellent customer service.		Application
	Experience of using Microsoft Office packages Word, Outlook and Excel (or equivalent)	Experience of using Microsoft Powerpoint (or equivalent)	Application Form, Interview + Test
	Experience or knowledge of programme/project management		Application form & interview

	Ability to create, organize and maintain effective and efficient office systems for record keeping, information retrieval and dissemination of data and documentation.		Application Form + Interview
	Ability to develop and maintain excellent relationships with partners	Ability to demonstrate commercial awareness in driving best value.	Interview
	Able to work on own initiative to solve complex problems.		Interview
	Ability to communicate complex issues, both verbally and in writing, in a way which is understood by non-experts		Interview
	Ability to produce accurate, high quality work under pressure		Application Form + Interview
	Effective Minute taking skills		Interview
	Effective organisational and time management skills including the ability to prioritise own workload, meet targets and tight deadlines, and work well under pressure.		Interview
	Effective interpersonal skills including the ability to be both assertive and confident whilst also showing empathy and understanding.	Influencing and Negotiating skills	Application Form + Interview

Core Behaviours	**Excellence -** With enthusiasm, you work to deliver a high quality service to meet customer, organisational and personal expectations. You adopt a 'can do' attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers.	Interview
	Simplicity - You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all.	Interview

	Trust and Respect -You are aware of your impact on others including confidentiality. You value openness and listen carefully to understand the views of others. You promote the values of diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect.	Interview
	Working Together - You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve.	Interview
	Responsibility - You take ownership for your work and you use your initiative to deliver. You are accountable for your own performance and development and you take responsibility for your actions and decisions.	Interview
	Leadership - Your leadership is demonstrated by delivering outcomes and inspiring your team and individuals to improve and develop within an environment that enables individuals to achieve their potential**.**	Interview

Other Requirements			

Compiled/Reviewed By	
Date	

Section C: Additional Information

Corporate Parent Responsibilities

All employees should act as an advocate for our Looked After Children; fulfilling our corporate parenting responsibilities by considering Children and Young People in everything we do.

Health and Safety

Health and safety laws require all employees to help the Council maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others' health and safety and co-operate with any reasonable request to support the Council, managers and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures and safe systems of work are implemented on a daily basis.

All duties and responsibilities must be carried out in line with the Council's Corporate Health and Safety Policy and any local safety procedures.

Information Management

As an employee of the Council, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of Data Protection legislation and guidance.

The post holder will be accountable for ensuring that he/she is aware of relevant Council policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

Equal Opportunities

Solihull Council is committed to Equal Opportunities and expects all staff and volunteers to recognise and value differences

Training and Development

The Council is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

Solihull Behavioural Framework

The Council expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

Mobility

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the Council they may be required.

Variations to Job Descriptions

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the Council therefore retains the right to amend job descriptions to reflect changing requirements.