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Job Title Project Officer

Grade SO2

Job Description

Job Purpose
The Project Officer will provide project and development support to Children’s Services and will contribute significantly to the continuous improvement and development of these services. Reporting to the Group Specialist: Practice Development and Innovation Hub, the post holder will support on the programme change management and development necessary to deliver effective services.
Major Tasks
<ul style="list-style-type: none"> • Support the development and implementation of projects and developments, which will include assisting with: <ul style="list-style-type: none"> ○ Researching and evaluating potential projects and opportunities ○ Ensuring the project portfolio is aligned to the organisation’s objectives and those of key stakeholders ○ Project planning ○ Developing and implementing projects, working with internal and external stakeholders ○ Seeking the views of project beneficiaries to inform the project planning process ○ Collating, analysing and interpreting data ○ Monitoring of projects to achieve planned outcomes ○ Researching and disseminating national policy and best practice ○ Responding to requests for information from other organisations ○ Providing project support to working groups ○ Ensuring effective project reviews are set up and used during and after the project is complete, to check the likely or actual achievement of the objectives specified in the project plan ○ Understanding, identifying and supporting the management of overall project risk ○ Preparing reports and formally communicating project information to stakeholders • Responsible for maintaining performance monitoring systems • Responsible for reviewing systems and processes and making recommendations re changes to the Team Leaders and Service Delivery Managers • Developing new and innovative approaches for operating Children’s Services • Any other duties commensurate with the post
Contacts & Relationships
<p>Internal Contacts - Members, Directors, Assistant Directors, Service Delivery Managers and Specialists, Group Managers and Specialists, Team Leaders and other officers from across the Council. Responding to enquiries, sharing information, discussing future plans</p> <p>External Contacts - Customers, families and carers and providers. Voluntary, community and social enterprise sector organisations and government departments. Contacts with outside organisations may include negotiation and influencing contacts.</p>
Creativity
<ul style="list-style-type: none"> • Managing projects effectively, ensuring that objectives and targets are met according to agreed schedules • Assist in the development of new and reviewing existing operational systems to respond to legislative requirements and service development needs. • Produce comprehensive reports, briefing papers, documents and presentations for managers and colleagues.

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- Apply innovative thinking to identify new approaches to support the improvement of services.
- Analyse and understand complex information and put forward recommendations for action
- Use imagination and creative skills to identify new opportunities for working smarter across all agencies
- Using imagination and creative skills to identify new approaches to achieve council priorities

Decisions

- Contribute ideas and make recommendations in relation to proposed initiatives
- Use own initiative in developing and implementing projects, working to agreed timescales and ensuring projects are managed within the agreed budget
- Manage day-to-day decisions regarding workload and service priorities.
- Contribute to decisions relating to development of policies, procedures and systems to inform service developments.
- Develop reports and make recommendations to managers, members and partners as appropriate

Management & Supervision

- The post holder will be responsible for supervising aspects of the projects they are supporting through a matrix management approach
- The post holder will on occasion supervise tasks carried out by the Project Support Officer and Apprentices within the team

Supervision Received

- Day-to-day supervision is minimal. The post holder is expected to work under their own initiative; taking appropriate decisions as necessary
- The post holder will receive supervision and support from the Group Specialist: Practice Development and Innovation Hub, who will set objectives and provide guidance on complex matters where required.

Complexity

- Analyse and evaluate complex information from a wide variety of sources
- Develop creative and innovative recommendations for action across diverse areas
- Accountable for professional advice given

Resources

Be aware and understand the 'Personal Sensitive Information' as described in the Data Protection Act principle 1 schedule 2 & 3, or 'Commercially Sensitive Information'

Impact

To support work undertaken on systems and processes for implementation to support the delivery of services

Physical Demands

The level of physical demands would be that expected of a typical desk based job, such as carrying laptop and/or files to meetings and setting up for meetings/training events. There may be the occasional demand for more than this. However, this would not be a typical or significant part of the job

Working Environment

In the main this post works in the environmental equivalent to working in an office in terms of heat, ventilation and lighting. There may be occasional exposure to conditions such as would be found outside; for example travelling for meetings and site visits.

Emotional Context

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The emotional strain or distress this role is expected to face would be limited however there may be times when the post has contact with information that may be upsetting. However, this would be incidental and it would not be a formal part of the job to deal with this information.

Other

The postholder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade.

The postholder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc.

The postholder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations.

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Person Specification

Criteria	Standard
Qualifications	<ul style="list-style-type: none"> • Degree or equivalent qualification or considerable practical experience of working within a similar role. • Preferred qualification in project management (Registered Prince 2 Practitioner) • Evidence of continuing training and development appropriate to the role.
Experience	<ul style="list-style-type: none"> • Proven track record in supporting, planning and delivering projects, service improvements and change. • Identifying issues and implementing successful remedies. • Negotiating, communicating and working jointly with a range of stakeholders. • Experience of: <ul style="list-style-type: none"> - developing and implementing processes and activities which have had a demonstrable impact on service delivery - acting independently and with initiative to deliver projects - preparing for and managing internal and external inspections and reviews - working in a political and partnership environment • Leading the development and monitoring of complex action plans
Knowledge	<ul style="list-style-type: none"> • Knowledge of the principles and practice of successful project management • Care Act and Children's Act legislative implications and requirements • Other related legislation • SEN Direct • Excellent understanding of the use of and the potential of IT applications • Understanding of external audit and inspection frameworks in local government • Effective partnership working techniques and application • Knowledge of the needs of vulnerable people and service provision
Skills	<ul style="list-style-type: none"> • Ability to communicate effectively with service users, carers/family members and the community, and internal colleagues, senior managers and employees • Ability to increase knowledge of across all areas of adult and children's services • The environment in which the post-holder will work is complex and challenging and the role requires a range of both analytical skills and sensitivity, and political awareness and judgement • Excellent interpersonal skills to work collaboratively and to communicate clearly and concisely at a range of levels • Good negotiation, influencing, problem solving and networking skills • Ability to analyse complex problems and develop solutions and strategies to ensure their effective resolution • Excellent report writing and presentation skills • Great organisational skills and a passion for and a strong track record of driving improvement and high quality service delivery

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<p>Personal style & behaviours</p>	<ul style="list-style-type: none"> • As a council employee you will be supported and expected to demonstrate the Council's Core Behaviours. Please note that these may be updated from time to time and are available on the Council's intranet pages. • Develops good relationships with others by behaving with integrity, treating people with respect and leading by example • Promotes diversity and equality of opportunity for both service users and team members • Must demonstrate a commitment to Safeguarding • Builds and sustains effective relationships at all levels by behaving with integrity and treat people with respect in accordance with the Council's Co-operative values • Ability to work flexibly and think independently to address new tasks and organisational challenges • Prepared from time to time to work across a variety of locations in the Borough to efficiently and effectively meet the needs of the service • Acting consistently and adopts a professional approach which generates credibility and confidence in their capacity and ability • Demonstrates creativity, initiative, diplomacy and resourcefulness • The post holder must be prepared to work a flexible 37 hour week, on occasions outside normal working hours, which may include some evenings and weekends.
<p>Fluency Duty</p>	<p>This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure member of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role.</p> <ul style="list-style-type: none"> • The post holder to be competent to deliver the work programme using a range of options including speaking, writing and reading as well as having good listening skills. • The post holder to have comprehensive levels of communication across all areas of the work programme.

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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential and desirable selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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Type of criminal records checks required for this post	Ticked as required
None	
Basic Disclosure	

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Standard Disclosure	
Enhanced Disclosure	√
Working with Adults - Regulated Activity	
Working with Children - Regulated Activity	

Information on types of criminal records checks is available at:

<https://www.gov.uk/disclosure-barring-service-check>