

Wirral Council: Job Role Descriptor

Job Role:	Project Support Officer
Service:	Champs Public Health Collaborative – Public Health
Reports to:	Programme Manager
No. of Subordinates:	0
HR USE ONLY	
Job Role Ref:	CSUP0037G
Job Family:	Corporate Support
Proposed Grade:	Band F

JOB ROLE PURPOSE

The Champs Public Health Collaborative service aims to improve and protect the health of the 2.5 million people of Cheshire & Merseyside and tackle long standing health inequalities through collaborative strategic public health programmes with partner agencies across the public, voluntary and private sectors, overseen by the nine Directors of Public Health as an Executive Board. This post is part of the Champs support team, hosted by Wirral Council and provides leadership and facilitation for the Public Health Collaborative.

The purpose of this post is to provide high quality professional project, financial and administrative support for multiple programmes within the Public Health Collaborative. This involves working with a wide range of stakeholders across Cheshire and Merseyside and includes the nine Directors of Public Health, their Local Authority Public Health teams, NHS England, Public Health England, Strategic Clinical Network, Clinical Commissioning Groups, and other stakeholders.

KEY TASKS

1. Provide comprehensive support to a range of programmes. Typing, word processing, drafting responses as required, reports and presentation material, working to tight deadlines and ensuring all reports are presented to a high standard.
2. Arrange/coordinate meetings, ensuring agendas and papers are provided on time, minutes/notes are taken, and follow-up actions are progressed, venues and catering arrangements booked.
3. Responsible for incoming/outgoing mail, redirecting as appropriate.
4. Answering telephone calls and dealing with initial enquiries from members of the public, Senior Managers, Members etc.
5. Develop and maintain appropriate electronic and paper-based filing systems.

6. Maintain effective diary management including arrangements for meetings, conferences, course attendance and travel arrangements.
7. Maintain effective working relationships with key stakeholders across all levels such as secretaries, senior managers and colleagues in other departments/agencies.
8. Undertake the role of requisitioner using the 1Business procurement process.
9. Input and maintain accurate records using a variety of Microsoft packages, e.g. Excel, Word, PowerPoint, Access.
10. Respond to internal and external agencies and members of the public requesting information.
11. Support programme leads to ensure programmes are delivered within agreed financial and resource constraints.

KEY RESPONSIBILITIES

People

- Assist programme leads in the development, preparation and monitoring of the overall project plans and the implementation and delivery of projects
- Build and develop partnerships and relationships with key colleagues and business partners to help support the delivery of projects in line with local and national priorities under the direction of programme leads
- Work collaboratively with other members of the Public Health system to deliver a seamless service and also to provide reciprocal cover for other administrative support functions as required.
- Work collaboratively with internal and external partners across Cheshire and Merseyside.
- Responsible for dealing with complex and sensitive issues from external customers.

Financial

- Provide assistance and support to the department to deliver best value and create efficiencies.
- Comply with resource reporting requirements and support distribution of information.
- Support internal audit reviews as directed and required.

Strategic

- Help to provide information for the Consultants in Public Health and senior managers to meet strategic, local or national requirements.
- Assist with data collection and supporting the production of associated reports as required.
- Attend management team meetings as required.
- Work within the requirements of the Council's Health & Safety policy, performance standards, and safe systems of work and relevant procedures.

Resources

- Prioritise workload at short notice if and when required
- Assist with data collection and supporting the production of associated reports as required.
- Ensure manual and computerised records are updated in an accurate and timely manner, and that statistical data relevant to statutory returns etc., are reported in a timely and appropriate manner.
- Ensure that all client financial and personal data is protected and is handled appropriately, adhering to the Information Governance Management Guidelines and Records Management policies and procedures for the safe and secure transfer of data into the Wirral archive Facility in line with relevant legislation.

Planning and Organising

- Demonstrate excellent organisation skills, anticipating the support required by the service.
- Support lead officers in the continuous improvement of the service.
- Plan and prioritise own work activities, being flexible to respond to line manager's or directorate requirements to meet the demands put on the service by tight statutory timescales and set service standards and to ensure that operational efficiency and continuity is maintained.
- Able to respond to tight deadlines and with minimum supervision.

Decision Making

- Anticipate and resolve problems as they arise.

- Following standard operating procedures and escalate issues to consultants and manager as required in a timely and appropriate manner and respond to caller as directed.
- Alert programme leads to potentially important opportunities and risks.
- Required to work largely independently and take responsibility for operational decisions within recognised procedures in order to meet set deadlines.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Qualifications:

- NVQ level 3 Diploma in Business Administration or equivalent.
- GCSE in Maths and English or equivalent to level C and above.
- ECDL or equivalent competence with IT applications.

Knowledge & Skills:

- Ability to work to deadlines.
- Understanding of confidentiality requirements.
- Thorough working knowledge of Microsoft Office packages (including Word, Excel, Outlook and PowerPoint).
- Demonstrate the ability to analyse information and make an appropriate decision on a course of action.
- Knowledge of relevant specialist legislative requirements relating to businesses processes e.g. data protection.
- Demonstrate a comprehensive understanding of business support processing processes.
- Ability to articulate information and to present clear, accurate and concise documentation.
- Good interpersonal and communication skills.
- Ability to communicate effectively with staff at all levels, members of the public and partner agencies.
- Ability to demonstrate comprehensive IT skills e.g. use of Microsoft office and all associated programmes.

Experience:

- Experience of basic data input to ensure accurate and precise upload of information as this will be mapped against a corresponding payment to providers.
- Experience of business support systems and working in an office environment.
- Demonstrate previous experience of working at senior manager secretarial level/administrative support level.

- Excellent organisational skills and ability to manage time and self effectively to meet strict deadlines.
- Excellent literacy and numeracy skills.
- Experience of administrative support in an office environment.
- Experience of working in a customer service environment.

Desirable Criteria

Qualifications:

- 2 A-Levels or more or NVQ or equivalent level of education in a relevant subject.
- IT qualifications or demonstrable skills through experience

Knowledge and Skills

- Ability to prepare and present concise project plans and reports
- Knowledge of current public health issues
- Understanding of issues involved in multi-agency programme delivery and partnership working
- Ability to recognise discrimination in all its forms and put equal opportunities policy into practice
- Knowledge and experience of change management resulting in improvements in delivery or practice
- Knowledge of developing work policies or protocols

Experience:

- Experience of working in a Public Sector organisation.

ADDITIONAL WORK ELEMENTS

- To work flexibly to suit the needs of the organisation.
- Ability to travel independently around Cheshire and Merseyside, the North West and England.
- Ability to work across organisational boundaries on a wider local authority footprint.
- Self-motivated, proactive and innovative with a 'can do' attitude.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive

statement of procedures and tasks but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Signed Head of Service: 

Date: 10th July 2019