

Job Description

Job Title	Project Support Officer – All Together Smoke Free
Grade	Band F
Reporting To	Programme Manager
JD Ref	CSUP0037G(A)

Purpose

The Champs Public Health Collaborative service aims to improve and protect the health of the 2.7 million people of Cheshire & Merseyside and tackle long standing health inequalities through a range of public health programmes. This is achieved through collaboration with partner agencies across the public, voluntary and private sectors, overseen by the ten Directors of Public Health as an Executive Board (the tenth member is the Director of Population Health for NHSE Cheshire and Merseyside). This post is part of the Champs Support Team (hosted by Wirral Council) which provides leadership and facilitation for the Public Health Collaborative and its work programmes.

The purpose of this post is to provide high quality professional administrative, project & financial support to the All Together Smoke Free programme within the Public Health Collaborative. This involves working with a wide range of stakeholders across Cheshire and Merseyside and includes the ten Directors of Public Health, their Local Authority Public Health teams, NHS England, Office of Health Disparities, UK Health Security Agency, NHS Cheshire and Merseyside Integrated Care Board, Cheshire and Merseyside Health and Care Partnership Board, and other stakeholders.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Champs Public Health specific duties and responsibilities:

- Provide comprehensive administrative support to the All Together Smoke Free programme including two Programme Managers and a Programme Lead, including note taking, arranging meetings and responding to programme queries as required, whilst ensuring reports, presentation materials and all documents are produced to a high standard and delivered to deadlines.
- Support, arrange and 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.

- Responsible for incoming/outgoing emails, redirecting as appropriate.
- Answering telephone calls and dealing with initial enquiries from stakeholders, Senior Managers, Partners etc.
- Develop and maintain appropriate electronic systems.
- Support effective diary management including arrangements for meetings, conferences, course attendance and travel arrangements.
- Maintain effective working relationships with key stakeholders across all levels such as secretaries, senior managers and colleagues in other departments/ organisations.
- Undertake the role of requisitioner using the Oracle Fusion finance and procurement system and facilitate the receipt and payment of invoices in a timely manner.
- Efficient use of a variety of Microsoft packages, e.g. Excel, Word, PowerPoint, Access and Outlook to develop spreadsheets, slide decks, reports etc.
- Respond to internal and external stakeholders and members of the public requesting information.
- Support Programme Managers and Lead to ensure programmes are delivered within agreed time, financial and resource constraints.

Communication, Engagement and Training:

- Build and develop partnerships and relationships with key colleagues and partners to help support the delivery of projects in line with local and national priorities under the direction of Programme Lead
- 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 stakeholders across Cheshire and Merseyside.
- Responsible for dealing with complex and sensitive issues from external stakeholders.
- Attend team meetings as required.

Data Analysis and Decision-Making:

- 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.
- Raise purchase orders to facilitate the payment of invoices in line with Wirral Council procurement guidelines, maintaining internal payment records as required.
- Liaise with providers/suppliers as required to ensure receipt and payment of invoices in a timely manner, dealing with any queries that may arise.
- Attend finance review meetings with the Programme Managers and Business Manager and input into the review of the operational budget to ensure it accurately reflects all financial transactions.
- Help to provide information for senior managers to meet strategic, local or national requirements.
- Assist with data collection and supporting the production of associated reports as required.



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- Anticipate and support to resolve problems as they arise.
- Following standard operating procedures and escalate issues to manager as required in a timely and appropriate manner and respond to caller as directed.
- Alert programme lead 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.

Performance Management:

- Support programme lead in the development, preparation, implementation and monitoring of the overall project plans.
- Ensure 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.

Planning and Organisation:

- Demonstrate excellent organisation skills, anticipating the support required by the service.
- Support Programme Managers and Programme Lead 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.
- Work as a Project Support Officer team, providing mutual aid and support as required.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- 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.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

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.
- *Desirable - A-Levels, NVQ or equivalent level of education in a relevant subject.*



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- *Desirable - IT qualifications or demonstrable skills through experience*

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 support and attend meetings, including diary management, the preparation of agendas, associated papers and the production of meetings notes and actions in a timely manner.
- 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 processes e.g. support to Programme Lead and Managers with comprehensive diary management, note taking, arranging meetings, raising PO's via Oracle (including receipting, ensuring suppliers are paid in a timely manner). Support to Programme Lead and Managers
- Lead obtaining information for strategic reporting and creating draft slide decks.
- Ability to articulate information and to present clear, accurate and concise documentation.
- Excellent interpersonal and verbal / non-verbal 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.
- *Desirable - Ability to prepare and present concise project plans and reports*
- *Desirable - Knowledge of current public health issues*
- *Desirable - Understanding of issues involved in multi-agency programme delivery and partnership working*
- *Desirable - Ability to recognise discrimination in all its forms and put equal opportunities policy into practice*
- *Desirable - Knowledge and experience of change management resulting in improvements in delivery or practice*
- *Desirable - Knowledge of developing work policies or protocols*

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 e.g raising PO's/setting up new suppliers/payment requests/keeping central financial spreadsheet up to date
- Experience of working with a range of internal and external stakeholders / partners.
- Experience of business support systems and working in an office environment.
- Demonstrate previous experience of supporting at senior secretarial level/administrative



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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.
- Experience of working in a customer service environment.
- *Desirable - Experience of working in a Public Sector organisation.*

Additional Information

- Ability to travel independently around Cheshire and Merseyside, the North West and England and to work from various locations.
- Ability to work across organisational boundaries on a wider local authority footprint.
- Self-motivated, proactive and innovative with a 'can do' attitude.
- Work hybrid, with a flexible working approach to accommodate service needs.
- Expected to work from a fixed location (subject to change).
- On rare occasions, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: Dawn Leicester, Director, Champs Public Health Collaborative (hosted by Wirral Council)

Date Of Approval: 4th November 2024



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