

Job Description and Person Specification



Job Description

Job Title	Project Support Officer
Grade	6
Service	Family Hubs, Help & Protection, Children Services
Reports to	Programme Manager
Location	Friargate, Floor 6
Job Evaluation Code	P1415D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

1. Work as part of a team to deliver the Family Hub and Start for Life Programme , to children, young people and their families across Coventry.
2. Promote and exemplify expertise in programme and project management, maintaining a focus on planned outcomes and benefits, placing the intended beneficiaries at the heart of your work.
3. Work flexibly to support delivery of Programmes and Projects across the Family Hub Offer (Buildings, community, digital).
4. Demonstrate leadership in the delivery of assigned project activities within allocated workstreams.

Main Duties & Key Accountabilities

Core Knowledge

1. Support the Programme and Project Managers to ensure that programme and project planning, development and activity is coordinated and delivers planned outcomes and benefits in line with the Council's strategic objectives.
2. Develop and implement programme and project procedures to monitor and report on risk, change, benefits, finance and quality assurance.
3. Build, maintain and promote good working relationships communicating effectively with key stakeholders, customers, suppliers, support teams and colleagues.
4. Work collaboratively with team members to ensure efficient and effective delivery of allocated project and programme activities
5. Undertake research, benchmarking, process mapping as required to develop understanding of the programme or project context.
6. prepare written reports to further the delivery of programme and project objectives and assist in the reporting the progress and outcomes for the programme to a range of stakeholders
7. Assist with presentations, reports and sharing of information with programme and project boards helping to ensure meetings are effective and well-coordinated.

8. Adopt a customer focus, engaging with professionalism and sensitivity with Family Hub service providers, Parents/Carers and Children and Young People accessing the Family Hub Offer.
9. Assist in the marketing and promotion of the Family Hub and Start for Life Programme, planning appropriate and effective communication strategies.
11. Continually seek to further the programme and project support offer to the Family Hubs, Early Help Children Services Any other duties and responsibilities within the range of the salary grade.

Key relationships

External NHS Health providers (UHCW, SWFT, CWPT) Start for Life Unit (DfE & DHSC) Other Local Authority Family Hub Programme leads Sports, Culture and Leisure Activity providers Youth providers Community, voluntary sector including Faith organisations Design and Print services	Internal Family Information Service Communications and Design Post and Fast Print ICT and Web development Frontline customer service teams Children's Services Education Services Public Health Transformation
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

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Knowledge	
Knowledge and understanding of common programme and project management techniques	
Understanding of good practice of safe-guarding practises and the importance of ensuring equal opportunities and promoting diversity.	
Basic awareness of core responsibilities involved in providing a safe, nurturing and educational environment for children and their families	
Skills and Abilities	
Outcome focused - able to manage threats and opportunities to planned outcomes with acuity, taking ownership of arising issues and demonstrating initiative in seeking resolutions.	
Good inter-personal skills - emotionally intelligent and able to adapt communication to liaise with senior colleagues, external partners and internal teams as required.	
Excellent organisational and time management skills, the ability to work to tight schedules and deadlines and communicate effectively in relation to progress within allocated areas of responsibility.	
Demonstrable skill in the creation and use of spreadsheets, word processing, presentation packages, document management systems and remote working environments.	
Able to adapt to new ICT systems, quickly adopt new and digital ways of working and continually seek to enhance data security and productivity through effective use of digital systems.	
Ability to analyze financial and numerical data, performance information, and written information to draw accurate conclusions	
Ability to arrange, store and clearly present information in a variety of formats, as appropriate for the intended audience.	
Ability to plan and prepare a communication strategy and marketing materials to reach an external audience and capture all interested parties.	
Ability to work across multiagency teams and organisations to achieve corporate objectives and promote partnership working with other key stakeholders	
Experience	
Previous experience of liaising with a wide range of individuals such as government departments, public sector professionals, commercial partners, voluntary and community sector and customers.	
Experience working directly within or supporting those working directly within a customer-facing, frontline service delivery environment.	
Qualifications	

A good standard of general education, including a qualification in English and mathematics and evidence of continual personal development

Special Requirements

Date Created	6/6/2023	Date Reviewed	
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