

# Job Description and Person Specification



## Job Description

<b>Job Title</b>	Project Support Officer
<b>Grade</b>	6
<b>Service</b>	Education Improvement and Standards
<b>Reports to</b>	Project Manager
<b>Location</b>	Friargate, Floor 9
<b>Job Evaluation Code</b>	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 Holiday Activities and Food Programme, providing holiday clubs, including healthy food and enriching activities to disadvantaged children 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 Education and Skills.
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. Undertake data collection and data analysis to draw conclusions and prepare written reports to further the delivery of programme and project objectives
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 Holiday Club Providers, Suppliers, Parents/Carers and Children and Young People attending the programme.
9. Assist in the marketing and promotion of the Holiday Activities and Food Programme, planning appropriate and effective communication strategies.
10. Continually seek to further the programme and project support offer to the Education and Skills Directorate
11. Any other duties and responsibilities within the range of the salary grade.

## Key relationships

External	Internal
Schools Out of School settings Sports, Culture and Leisure Activity providers Youth providers Community centres and Faith organisations Food providers Design and Print services Police	Communications and Design Post and Fast Print ICT and Web development Frontline customer service teams Children's Services Public Health Transformation

## 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

<b>Job Evaluation Code</b>	P1415D
<b>Knowledge</b>	
Knowledge and understanding of common programme and project management techniques	
Understanding of good practice in data management and 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 in ensuring food is safely prepared and served.	
<b>Skills and Abilities</b>	
Outcome focused - able to manage threats and opportunities to planned outcomes with acuity, taking ownership of arising issues and demonstrating initiative in seeking resolutions.	
Strong research and data collection skills - able to plan data collection exercises and accurately present pertinent data and information to further project and programme objectives.	
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 analyse 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 teams and organisations to achieve corporate objectives and promote partnership working with other key stakeholders	
<b>Experience</b>	
Previous experience of data analysis and research, requiring accurate presentation of data and information in line with an assigned brief, sensitive to the intended audience.	
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.	
<b>Qualifications</b>	

Educated to degree level or holder of an equivalent professional/ management qualification or relevant work experience, together with evidence of continuing personal development.

### **Special Requirements**

This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

<b>Date Created</b>	29/03/2021	<b>Date Reviewed</b>	29/03/2021
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