



Job Description and Person Specification

Project Support Officer (Emergency Services Unit)

Job Details	
Grade	6
Service	Emergency Services Unit
Location	Whitley Depot
Job Evaluation Code	A5600

Coventry City Council Values
<p>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:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<ol style="list-style-type: none"> 1. Work with the management team to transform functions and services to facilitate the delivery of the organisational vision for service delivery 2. Drive change and continual improvement to ensure the achievement of performance objectives 3. Promote a culture where the customer is at the heart of everything it does 4. Undertake responsibility for supporting projects to deliver service improvement and cost reduction programmes.
Key Responsibilities and Accountabilities
Support the Manager to coordinate project planning, development and delivery across allocated projects to achieve timely and effective outcomes.
Maintain consistent project management standards, methods and quality across the team.
Work with colleagues to deliver projects efficiently, achieving service improvements, cost reductions and value for customers.
Monitor project budgets, analyse spend and report any variances.
Use qualitative and quantitative performance measures to track progress, infrastructure delivery, channel shift and customer experience.
Undertake research, benchmarking, process mapping as required to develop understanding of the service baseline service and financial performance and costs
To support the associated Quality Management Systems within the Emergency Services Unit ensuring that the service is compliant with ISO 9001 and associated Industrial British Standards associated with CCTV, Telecare, and Alarm response services.
Assist with writing reports and the presentation of information to project teams and boards.
Work with various stakeholders, to build, maintain and promote effective working relationships
Support the work of the administrative/clerical team making decisions about priorities in relation to the deployment of resources against work allocation; including making sure that quality standards are introduced and maintained; including deputising in absence of CCTV Manager
Any other duties and responsibilities within the range of the salary grade.

Key Relationships			
External:	West Midlands Police West Midlands Fire Services West Midlands Ambulance Services Contractors External customers Registered Social Landlords External clients	Internal:	Adult Social Care Regulatory Services Coventry and Solihull Resilience Team Facilities Management Schools Business Improvement District. CCC Employees Environmental Services

Standard Information
<p>Post holders will be accountable for</p> <ul style="list-style-type: none"> • 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. • attending any training and undertake any development activities that are identified as mandatory/beneficial to their role. • any other duties and responsibilities within the range of the salary grade.

Responsible for
n/a

Person Specification	
Requirements	
Knowledge	Good working knowledge of a change/transformation environment
Knowledge	Knowledge and understanding of manual and electronic information collection, storage and retrieval techniques, including spread sheets
Knowledge	A Knowledge of Quality Management Systems

Skills And Ability	Good inter-personal skills, confidence in dealing with senior colleagues and external contacts
	Demonstrable skill in the creation and use of spread sheets, word processing and presentation packages
Skills And Ability	Ability to work without close supervision
Skills And Ability	Excellent organisational skills and the ability to work to tight schedules and deadlines and prioritise workloads within a team
Skills and Ability	Ability to analyse financial and numerical data, performance information, and written information and draw valid conclusions and produce reports
Skills and Ability	Ability to work as part of a team involved in multi-disciplinary reviews and project work and develop and maintain constructive working relationships
Skills and Ability	Ability to work across boundaries to achieve corporate objectives and promote partnership working with other key stakeholders
Skills and Ability	Previous experience of creation or maintenance of data collection systems, and data analysis
Skills and Ability	Ability to arrange, store and present information in a helpful and understandable format that facilitate the delivery of the organisations values and goals and promote customer focused solutions
Skills and Ability	Ability to undertake basic research.
Experience	Previous experience of creation or maintenance of data collection systems, and data analysis
Experience	Co-ordinating team members in delivering administration services and project initiatives
Experience	Identifying training needs and assessing performance
Qualification	A good standard of general education, including a qualification in English and mathematics and evidence of continual personal development

Special Requirements	<p>This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Standard Disclosure Barring Service check will be required prior to appointment</p> <p>The post holder will also be subject to pre-employment screening in accordance with BS7858. Offers of employment can only be made on condition of successfully passing the screening process.</p>
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Disclosure and Barring Service (DBS)			
<p>Does the role require a DBS check?</p> <p>Find out which DBS check is right for your employee - GOV.UK</p>			
And if so, which type?			
Basic Check <input type="checkbox"/>	Standard Check <input checked="" type="checkbox"/>	Enhanced Check <input type="checkbox"/>	Enhanced + barred list check <input type="checkbox"/>

Declaration			
Reviewed/Created By:	Joy Adams		
Job Title:	CCTV Manager	Date:	7/4/26