1. **POST TITLE:** CLLD Support Officer
2. **POST NUMBER:** 0102558
3. **GRADE:** Grade 4

Job Evaluation Ref No: N9694

1. **LOCATION:** The normal place of work will be Hackworth Park Resthouse, Shildon. However; you may be required to work at any council workplace within County Durham.

1. **RELEVANT TO THIS POST:**

**Flexible Working:** Subject to service needs the Council’s Flexible Working Policy is applicable to this post

**Contract:** This post is funded through European Structural Investment Funds and is F/T fixed term until Mar 2022. Secondments will be considered.

1. **ORGANISATIONAL RELATIONSHIPS**

The Support Officer post is located within the Area Action Partnerships (AAP) Service of Transformation & Partnerships. The South Support Officer will be based in the Shildon Resthouse within the South Durham CLLD area (covering parts of Spennymoor and Bishop Auckland & Shildon AAPs) and will provide support to the CLLD Co-ordinator and the wider Local Action Group (LAG) and forum in order to deliver the aims and objectives of the CLLD programme. They will be line managed by the Principal AAP Co-ordinator for the South.

1. **DESCRIPTION OF ROLE**

The post holder will provide administrative and office-based support for the CLLD Co-ordinator and the wider CLLD LAG and Forum. To achieve this objective you will be responsible for establishing and developing appropriate office management systems, communication mechanisms and management information systems. You will work

with the CLLD Co-ordinator in the area based within an AAP locality office. You will be in regular contact with members of the public, partner agencies and elected Councillors.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST**

Listed below are the responsibilities this role will be primarily responsible for:

1. **You will provide office management support. You will:**

* Deal independently with a varied range of telephone, written and in person queries with a wide range of audiences relating to the work of the CLLD.
* Liaise with partners and CLLD LAG and Forum members over a wide range of diverse issues.
* Be responsible for organising CLLD LAG and associated meetings and for providing appropriate support to ensure papers are produced/distributed and actions are documented. Minute taking.
* Order equipment / resources and be responsible for dealing with invoices and maintaining clear records of office expenditure.
* Arrange and schedule the CLLD Co-ordinators diary, including arranging appointments and meetings.
* Maintain and develop the CLLD forum database and all associated publicity attached to this.
* Be responsible for producing publicity material designed to increase awareness of and participation in the CLLD programmes.

1. **Develop and maintain CLLD Management Information Systems. You will:**

* Set up filing systems and document control recording in line with European and CLLD guidelines under the direction of the CLLD Co-ordinator.
* Develop and control databases of contacts for LAG members, local partner agencies and the wider LAG Forum under the direction of the CLLD Co-ordinator.
* Log and track queries / complaints received and ensure that responses are dealt with in line with Council standards.

1. **You will lead the production and distribution of effective CLLD communication mechanisms. You will:**

* Develop and update the CLLD website and content under the direction of the CLLD Co-ordinator.
* In conjunction with the CLLD Co-ordinator, prepare and distribute CLLD newsletters (if appropriate) paperwork and reports to appropriate partners and local people and arrange for press releases as and when necessary.

1. **You will support the CLLD Co-ordinator with research and best practice. You will:**

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others’ health and safety.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

1. **COMMON DUTIES AND RESPONSIBILITES**
   1. **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes, and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

* 1. **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

* 1. **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

* 1. **Health and Safety**

To ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

* 1. **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

* 1. **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

* 1. **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

* 1. **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we are developing policies, which will seek to remove any barriers to equality of opportunity and to eliminate unfair and unlawful discrimination.

These policies apply to all employees of Durham County Council.

* 1. **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

* 1. **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

**Person Specification:**  CLLD Support Officer (Grade 4)

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| Qualifications | * BTEC National, NVQ Level 3 in Business Admin, or an equivalent qualification | * Post qualifying experience | * Application Form * Selection process * Pre-employment checks |
| Experience | * Experience of office procedures * Experience of office management * Experience of dealing efficiently and effectively with a range of partners in a professional manner * Experience of convening, administering and capturing discussions at meetings * Experience of dealing with difficult customers | * Experience of ordering of goods and budget recording processes | * Application Form * Selection process * Pre-employment checks |
| Skills/knowledge | * Concise and accurate verbal and written reporting skills * Able to work with a wide range of partners and agendas * Excellent written and verbal communication skills * Excellent presentation skills * Able to use IT, e.g. Microsoft Office | * Knowledge of Community Development and Community Engagement | * Application Form * Selection process * Pre-employment checks |
| Personal qualities | * Able to work outside normal office hours as required to fulfil the requirements of modern ways of working, effective engagement with stakeholders and the requirements of the CLLD Programme * Access to a car or means of mobility support (if the post holder is driving then they must hold a current valid driving licence and have appropriate motor insurance cover) |  | * Application Form * Selection process * Pre-employment checks |