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| **Job Description** | |
| **Post title** | **Project Support Officer (Supporting the Provider Market)** |
| **JE Reference No** | **Job Evaluation Ref No N10509** |
| **Grade** | **Grade 6** |
| **Service** | **ADULT AND HEALTH SERVICES** |
| **Service Area** | **COMMISSIONING** |
| **Reporting to** | **The post holder will be accountable to the Project Manager (Provider Development) and will report to them in relation to operational aspects of the delivery of the support function for the project.** |
| **Location** | **Your normal place of work will be one of Durham County Council’s offices.** |
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| **DBS** | **This post is not subject to a disclosure.** |
| **Flexitime** | **This post is eligible for flexitime.** |
| **Politically restricted** | **This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State.** |
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| **Description of role** |

The post-holder will provide to the Supporting the Provider Market (STPM) team appropriate support to assist with the delivery of all strands of the STPM project.

To ensure high standards of project support are continuously delivered to meet the current and future requirements of the project.

To monitor and maintain, in line with the requirements of the Project Manager (Provider Development) a range of systems to improve effectiveness and efficiency of the STPM project and support the appropriate reporting requirements.

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| **Duties and responsibilities** |

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* Liaising with the STPM team to agree priorities and work programmes which require project support.
* Respond to requests for advice and information from managers, staff, service users, providers and stakeholders with respect to all areas of the STPM project.
* Co-ordinate arrangements for provider training and meetings and also project management meetings, including the co-ordination of support for taking formal minutes of meetings.
* Assist in the implementation of special projects as appropriate i.e. sector wide provider events and conferences.
* Implement systems and processes for the ordering of goods and equipment, including systems to track the spend in these areas, together with payment of invoices in accordance with the County Council’s Financial Systems and Standing Orders.
* Ensure ordering of goods, receipting and payment of invoices within timescales and in accordance with procedures to ensure continuity of service.
* Monitor the effectiveness of systems for the continuous improvement of the STPM project.
* Assist with the project support requirements for the STPM project. This may include:
  + supporting the development of effective processes to support audit requirements
  + working with the Project Manager (Provider Development) to support with the creation of reports, statistics, financial claims and management information within deadlines, as required
  + working with providers, colleagues in partner agencies and across the Council to ensure effective administration of the programme
  + promoting, implementing and monitoring new ways of working as advised by the Project Manager (Provider Development)
  + supporting the work of the County Durham Care Academy
  + supporting implementation of IT system roll outs to Providers and other innovative provider projects.
* Maintain and store confidential information, including learner information and provider information, and ensure the archiving and/or destruction criteria for the Service is applied when appropriate.
* Ensure targets are met for input of data onto the Management Information System and other databases as appropriate and that data is edited / amended by required timescales to meet service requirements.
* Contribute to regular reviews of processes and forms/documentation used by the service to ensure compliance with ongoing audit requirements.
* Produce documents for the management team using a range of computer software such as Word, spreadsheets and databases.
* Implement and review office systems for the efficient storage and retrieval of information and work with colleagues to ensure consistency across the service.
* Support with the preparation for external audits in relation to ensuring that all learner documentation paperwork and information is correct and available for the audit.
* Contribute to the completion of quarterly monitoring returns for the programme.
* Ensure the maintenance of safe working practices and environments for all staff and learners in accordance with the policies of Durham County Council and relevant legislation.
* Be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.
* Be committed to equal opportunities and to comply with the County Council’s diversity and equality policies.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal change to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*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 your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | A recognised qualification in Business Administration at Level 4 or above |  |
| Experience | **Clerical/administrative experience, including finance**  **Use of a range of IT systems**  **Support / monitoring of systems to increase efficiency of administrative functions** | Experience of working with partners and providers. |
| Skills & Knowledge | **Skilful in a range of computerised systems including word and excel**  **Confidential approach**  **Ability to gather and collate information from internal systems and external sources**  **Ability to communicate with a range of stakeholders**  **Good recording and communication skills**  **Ability to support service initiatives**  **Good organisational skills.**  **Ability to work under pressure and to tight deadlines.** |  |
| Personal Qualities | **Access to a car or access to a means of mobility support (if driving, must have a current valid driving licence and appropriate insurance) as required** |  |