

**Job Description**

**Job Title: PROGRAMME SUPPORT OFFICER**

**Salary Grade: Grade 6**

**SCP: 22-25**

**Job Family: Organisational Support**

**Job Profile: OS3**

**Directorate: Corporate and Commercial Services**

**Work Environment: City Hall/agile working**

**Reports to: Programme Lead- Life Start and Purple Book Data Initiatives**

**Number of Reports: nil**

Your normal place of work will be at City Hall, but you may be required to work at any Company recognised workplace.

Your normal place of work will be at the City Hall (including agile working as set out in the TfC Agile Working Policy, but you may be required to work at any Company recognised workplace.

**Purpose:**

This is a one year fixed term contract where the postholder will work across TfC and partners on a number of commissioning initiatives and provide support to the project management and involvement of parents and carers and young people in the Lifestart Project and other projects from the Commissioning service.

The post holder will support the Programme Lead (Life Start and Purple Book Data Initiatives) with the management of these projects. Additionally, they will work alongside the Commissioning Team to ensure that Together for Children (TfC) commissions and manages services to meet the needs of our children, young people and families and that these services are closely monitored to keep their spending and performance on track.

The postholder needs to be able to work proactively, taking the initiative, to improve organisation credibility, both internally and externally.

**Key Responsibilities:**

* Work on a range of ‘projects’ within the Commissioning service and the Lifestart project (funded from the Local Data Accelerator Fund)
* Work in partnership with TFC colleagues, children and families and partners in the development and redesign of services.
* Support and deliver engaging and effective facilitation in the delivery of events with providers and partners.
* Ensure that performance updates are gathered from partners and provided to the relevant government departments, agencies, or inspectorates in accordance with the defined reporting schedule.
* Identify service needs and develop detailed timetables for monitoring and completion. Keep track of a project’s progress and ensure its completion before the deadline
* Prepare for meetings e.g. issuing invitations, booking rooms, circulating meeting papers and preparing finance and performance data for presentation.
* Contribute to projects, under direction, by collating information and providing analysis, and supporting materials to develop and implement service improvements.
* Undertake a range of specialist administrative tasks using a range of generic and specialist applications such as Excel, Visio, Publisher and PowerPoint
* Conduct literature searches and summarise key information, identifying overarching standards and measurable criteria relating to the quality of delivery, depending on the requirement of the project.
* Make recommendations regarding process improvements and support to the commissioning service to develop and embed guidance documentation to support changes to processes.
* Work flexibly across Together for Children and provide support, responding to the needs of the organisation in order to meet priorities and demanding deadlines.
* Other duties and responsibilities allocated which are appropriate to the grade of this post.

**Statutory requirements:**

In line with the Together for Children’s Statutory Requirements, all employees should:

* Comply with the principles and requirements of the General Data Protection Regulation (GDPR) in relation to the management of Together for Children Sunderland’s records and information, and respect the privacy of personal information held by Together for Children Sunderland.
* Comply with the principles and requirements of the Freedom in Information Act 2000;
* Comply with the Together for Children Sunderland’s information security standards, and requirements for the management and handling of information;
* Undertake the duties of the post in accordance with the Company’s Equal Opportunities Policy, Health and Safety Policy and legislative requirements and all other Company policies.
* This position is a politically restricted post as identified by Together for Children and in accordance with The Local Government and Housing Act 1989 (LGHA).

**Author**: Richard Burns

**Date**: March 2022



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| **Essential Requirements** | |
| **Qualifications:**  Degree level qualification | Application Form Interview |
| **Experience of :**   * Working with children and families * The commissioning process or the ability to acquire this * The project management approach (e.g PRINCE2), or ability to acquire this * Producing written reports and presentations that are appropriate for the audience * Using effective listening skills to listen to others, interpret information and respond appropriately and efficiently | Application Form Interview |
| **Knowledge and understanding of:**   * Some of the key issues facing vulnerable children, young people and families * Effective use of technology such as: core Office applications & Microsoft Teams | Application Form Interview |
| **Ability to:**   * Pay attention to detail and establish and maintain logical tracking processes * Develop effective relationships with others, including parents/carers, commissioned providers and suppliers * Obtain, collate and share relevant information e.g from meetings, interviews or reports with internal colleagues and external stakeholders | Application form Interview |
| Commitment to Equal opportunities | Interview |

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