

JOB DESCRIPTION

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| Post Title: | Project Support Officer (Adult Skills) |
| Post Reference: | TVCA 267 |
| Grade: | J |
| Responsible to: | Skills Manager |

Job Purpose

The Tees Valley Combined Authority is responsible for funding and managing several Adult Skills programmes including the devolved Adult Education Budget, Level 3 Adult Offer (Free Courses for Jobs) and Skills Bootcamps.

This post will provide general project support for the Tees Valley Adult Skills Team in ensuring that effective processes and systems are in place to support the operational management functions of these adult skills programmes.

Duties & Responsibilities

1. Developing and overseeing project plans to support the implementation and management of skills activities, ensuring that timescales and deadlines are met. Highlighting associated risks, challenges and identifying underperformance where appropriate.
2. Act as an initial point of contact for all external enquiries from providers and stakeholders, handling telephone and enquiries that are submitted through the central skills email account.
3. Ensure that all skills systems/folders are kept up to date, accurate and support the wider skills team in ensuring consistent management of data and reporting.
4. Support the skills team to provide information to all partners and stakeholders, ensuring that they are kept informed and up to date on related policy development.
5. Provide secretarial support to formal and informal meetings, updating policy documents ensuring that they are in line with standardised document formatting.
6. Liaising with colleagues in a variety of Government departments including Department for Education (DfE), Education Skills Funding Agency (ESFA), Department for Work and Pensions (DWP).
7. Organising provider/stakeholder events, liaising with the TVCA Marketing and Communications Team
8. Work in partnership with internal and external colleagues to support promotional activities and skills campaigns across a range of distribution channels.

9. Provide excellent customer service to internal and external customers and deal with their enquiries within a timely manner.
10. Assist the wider teams in the Combined Authority to support and inform the education, employment and skills agenda.
11. Take reasonable care of your own health and safety and co-operate with management, so far as is necessary to enable compliance with the authority's health and safety rules and legislative requirements.
12. Undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
13. Ensure compliance with Corporate Governance procedures, procurement regulations and the Data Protection Act.
14. Work flexibly and undertake such other duties and responsibilities commensurate with the grading and nature of the post.
15. Ensure that all clients both internal and external, receive a consistently high quality level of service.