

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Project Support Officer	Grade: PO1 – PO3
Section: Support and Member Services	Directorate: Chief Executive's Group
Responsible to following manager: Head of Chief Executive Office	Responsible for following staff: n/a
Post Number/s: POS001283 and POS001277	Last review date: September 2025

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

To provide the Chief Executive's office with key policy and business support including contributing to projects, and responding to enquiries from residents.

This role will sit within the Chief Executive's Group and will involve working with departments across the Council to support high-profile projects.

Specific Duties and Responsibilities

- Lead research and analysis initiatives to produce high-quality, data-driven reports and presentations that translate complex information into clear, actionable insights, directly supporting strategic decision-making and long-term planning.
- Develop comprehensive and outcome-focused project briefs in close collaboration with senior leadership and key stakeholders, ensuring alignment with organisational priorities, resource allocation, and risk management considerations.
- Prepare and deliver reports, briefings, and presentations to internal and external audiences, supporting senior leaders in driving evidence-based policies and initiatives.
- Attend high-level meetings, producing accurate and timely records of decisions, action points, and strategic risks, while proactively following-up to maintain accountability and progress.
- Continuously monitor and analyse developments in policy, legislation, and socio-economic trends, providing forward-looking intelligence to the Chief Executive and Deputy Chief Executive to anticipate challenges and capitalise on emerging opportunities.
- Establish and nurture strategic relationships with external stakeholders, including government bodies, London-wide and national networks, fostering collaboration, influence, and knowledge-sharing.
- Respond swiftly and professionally to enquiries from elected Members, including Executive Members and Committee Chairs.
- Handle complex enquiries from residents and businesses, working collaboratively with the Executive Assistant and relevant teams to deliver timely and high-quality responses.
- Provide expert support to senior leaders on complex, cross-cutting reviews and strategic projects, contributing to organisational transformation, efficiency initiatives, and innovation in service delivery.
- Assist Executive Assistants in strategically managing the Chief Executive's diary, prioritising engagements, optimising preparation for key meetings, and ensuring briefing materials are comprehensive, timely, and strategically aligned.

Official

- Support strategic planning processes, contributing to the development of organisational strategies, annual business plans, and performance frameworks, ensuring activities are focused on achieving measurable outcomes.
- Drive continuous improvement by identifying emerging risks, opportunities, and best practices, embedding a culture of proactive problem-solving and adaptive leadership across the organisation.

Progression Criteria

PO2

- Develops areas of policy / review / project expertise and ensures that the service head and manager is kept fully abreast of changes or developments and practice is amended to reflect these.

PO3

- Able to carrying out the full range of duties with minimal supervision and demonstrating initiative.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnership.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of

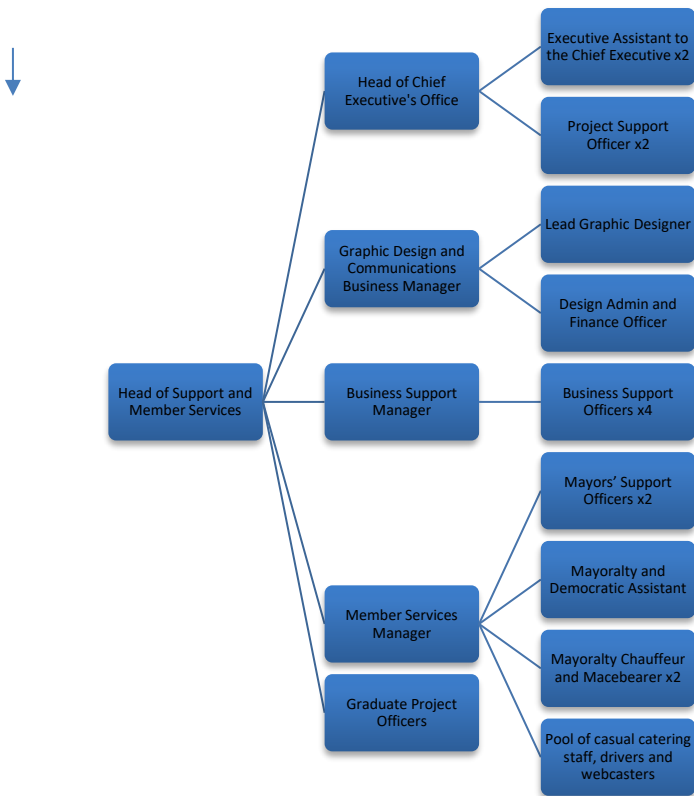
Official

the post, including supporting emergency and priority situations, will form part of the role

Additional Information

- Post holder will be expected to work flexibly across two locations (Wandsworth Town Hall and Richmond Civic Centre), and maintain a high level of office visibility.

Team Structure



Person Specification

Job Title: Project Support Officer	Grade: PO1 – PO3
Section: Support and Member Services	Directorate: Chief Executive's Group
Responsible to following manager: Head of Chief Executive Office	Responsible for following staff: n/a

Official

Post Number/s: POS001283 and POS001277	Last review date: September 2025
--	--

Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
A thorough understanding of challenges and opportunities facing Local Government.	X		A&I
Understanding of the key strategic issues for Richmond and Wandsworth.		X	A&I
Experience	Essential	Desirable	Assessed
Experience of supporting meetings, including drafting agendas and preparing reports.	X		A&I
Experience of providing excellent customer service and interaction with residents.	X		A&I
Experience working on projects, and create a positive, collaborative environment.	X		A&I
Experience building relationships with stakeholders and working with teams across disciplines.	X		A&I

Official

Experience of working with and interpreting data, including standard excel skills.		X	A&I
Experience of operating in a political environment, recognising and handling in an appropriate manner, confidential or sensitive information and distinguishing between political and non-political activities.		X	A&I
Experience of successfully managing own workload in an environment where deadlines and priorities frequently change and are often conflicting.	X		A&I
Skills	Essential	Desirable	Assessed
Ability to communicate effectively and authoritatively both orally and in writing to a variety of audiences.	X		A&I
Ability to exercise tact and diplomacy, and first rate interpersonal, negotiation and influencing skills.	X		A&I
Able to work at pace and manage own workload and deal with competing priorities.	X		A&I
Being an innovative problem solver who can create, initiate, identify and develop new opportunities and ideas.	X		A&I
Ability to work both independently and as an effective team member, using initiative and adapting to changing priorities and deadlines in a calm, well-organised and methodical manner.	X		A&I
Qualifications	Essential	Desirable	Assessed
Educated to degree level in a related subject area or equivalent through work experience.	X		A&C

A – Application form / CV
I – Interview
T – Test
C - Certificate