

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Project Support Officer	Grade: S01
Section: Resident Engagement	Directorate: Chief Executive's Group
Responsible to following manager: Senior Project Officer	Responsible for following staff:
Post Number/s:	Last review date: October 2018

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement 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.

The Shared Staffing Arrangement 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 support key programmes to improve the physical fabric of both boroughs; specifically, Twickenham Rediscovered, Richmond Education and Enterprise Campus, Ham Close Uplift and others as agreed.

Specific Duties and Responsibilities

This role will support the delivery of a number of key Council programmes, particularly programme planning and the associated communications and engagement activity. The post will provide administrative and project management support as well as contributing to the design and delivery of engagement events with residents, community groups and partners.

The post will be required to provide project support across the Twickenham Rediscovered, Richmond Education and Enterprise Campus, Ham Close Uplift programmes and others as agreed.

The post holder will be expected to attend events outside of normal working hours and at weekends when required.

Specific Duties and Responsibilities

The key responsibilities for the post are listed below:

- Under the direction of the Senior Project Officer and Programme Manager to support the planning, design and project management and administration of the communications and engagement work streams across key projects (the Twickenham Rediscovered, Richmond Education and Enterprise Campus, Ham Close Uplift programmes and others as agreed).
- Support the delivery of engagement events across various projects but lead some of the bespoke engagement activities (i.e focus groups), in conjunction with partners, for key stakeholders, including residents and helping to develop responses to queries from members of the public on sometimes contentious projects and programmes.
- To lead the development and delivery of the communications and engagement materials as well as results report's and presentations produced in conjunctions with partners.
- Undertake research and compilation of necessary materials for existing and emerging projects and were required involved in presenting such ideas to partners, senior officers and members.
- Supporting the development, implementation and monitoring of programme documentation (including the programme plan, reports/briefing for Programme and Sponsor Boards).
- To lead and ensure effective administrative support, including organising programme meetings, seminars, workshops and similar events, including booking venues, issuing invitations, drafting and distribution of agendas and papers, minute taking, and follow-up actions as agreed.
- To lead on social media and website communication keeping micro-sites and the Council's website up to date. To use digital channels to keep abreast of community views and inform senior officers, members and the wider team of potential issues or changes in approach.
- Organise own workload and prioritise work tasks to meet deadlines and respond flexibly to changing needs and priorities.
- Where directed supporting liaison between internal colleagues and external contractors and / or consultants (third parties) to the various programmes.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.

- 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 the SSA's policies, 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 council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

Will require evening and weekend work.

Team structure

For the current structure please go to The Loop.

Person Specification

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Post Number/s: 1	Last review date: October 2018

Our Values and Behaviours¹

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Support the delivery of engagement events, in conjunction with partners, for key stakeholders, including residents and helping to develop responses to queries from members of the public on sometimes contentious projects and programmes.

Person Specification Requirements		Assessed by A & I/ T/ C (see below for explanation)
Experience		
Experience of supporting projects and programmes		A / I
Deliver agreed outcomes to demanding timescales		A / I
Experience of providing administrative support including organising programme meetings, workshops and similar events – including booking venues, issuing invitations, drafting and distributing agendas and papers, minute taking and follow-up actions.		
Experience of supporting and/or delivering a range of community engagement events, working in a public facing role.		
Negotiating, influencing and building constructive relationships with a range of key stakeholders such as residents, local organisations, colleagues and ward members		
Understanding and experience of desk-based research, Microsoft Office programmes, editing web content and social media platforms.		A / I
Knowledge and skills		
Strong knowledge, understanding and skills related to different ways of consulting and engaging with the public, key stakeholders and other agencies		A / I
Knowledge of, and ability to use spreadsheets, databases, word processing and email.		I / T
Ability to communicate effectively orally and in writing and work co-operatively with colleagues, members, outside agencies, community groups and the public		I / T
Ability to organise own workload, prioritise work tasks to meet deadlines and respond flexibly to frequently changing needs and priorities		A / I
Ability to work constructively as part of a team		A / I
Ability to demonstrate an understanding of the sensitive nature of development projects.		A / I
Qualifications		
Educated to Degree level or equivalent (<i>desirable</i>) demonstrating strong communication research and writing skills		A / C

A – Application form

I – Interview

T – Test

C - Certificate

