



**North
Northamptonshire
Council**

Job Description

Job Title: Project Support Officer (Adults Health Partnerships and Housing)

POSCODE: Project Support Officer – PS - 0196

Grade: NNCBAND05 NNCSCP11 £33,366 - NNCSCP13 £35,235 (2024-25)

Overall purpose of the job

To provide administrative and project focused support as required across all programmes & projects.

To provide high level support to the Senior Leadership team of North Northamptonshire Adult Social Care, supporting with overall governance, and liaising at all levels to actively direct activity across North Northamptonshire Adult Social Care.

To undertake duties to facilitate, maintain and develop the North Northamptonshire Adult Social Care directorate.

Main accountabilities

Main accountabilities	
1.	Establish consistent, fit for purpose processes and working practices for key project processes such as status reporting, planning, risk/issue management and change control. To coordinate, arrange and manage the process of meetings as required, to prepare and dispatch agendas, action plans and reports for the Senior Leadership team within agreed deadlines.
2.	Embed and operate comprehensive and effective systems of managing and maintaining documentation in order to deliver the successful implementation of defined programmes and projects, & support critical decision making. Support the management to ensure that decision making is carried out in accordance with the agreed governance and decision making structures
3.	Provide assistance to project teams in the use and exploitation of the available project management software tools, to include PowerPoint, Sharepoint, Ms Project and Visio and any other as required.

4.	Promote and encourage the benefits of project standards and processes, influence and persuade the project team and stakeholders of the value of following a disciplined approach. Collecting, analysing and reporting on project specific and comparative management and performance information. To build links and to work closely with internal and external stakeholders to ensure that relationships are managed effectively.
5.	Contribute to the work of the project teams, providing project management support for business case development, planning and the application of common standards. To conduct research and to lead on some project related activity. Ensuring reports are updated and relevant boards are kept updated.
6.	Act as a secretariat for Leadership team meetings, Programme and Project Boards to assist the Senior Leadership to ensure that they have timely access to advice, support, and information to be able to make decisions relating to the service.
7.	Provide support in organising events (including the management of internal and externally led inspections and review meetings) preparing and collating information for reports, updating routine monitoring data such as the monthly budget and HR reports and generally maintaining data and information. To conduct preparation, administration and organisation of events, including the management of inspections and review meetings (internal as well as those conducted by external agencies) to ensure the smooth running of events, and to ensure that all requirements outlined by the parties holding events or, conducting inspections and reviews have been met.
8.	To develop a sound understanding of the directorate to support with the production and implementation of policies and procedures, and to oversee the completion of other functions that are required by the Senior leadership team, providing practical support as required.
8.	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

Person Specification

Qualifications, knowledge, skills and experience

Qualifications Required	Essential/ Desirable
Degree level or equivalent NVQ qualification or proven relevant experience of supporting business change. Formal project management training to at least PRINCE II Foundation level or equivalent	Essential

Knowledge, Skills, & Experience	Essential/ Desirable

Knowledge	
Knowledge of project management and organisational change / efficiency programmes	Essential
Knowledge of Adult Social Care and the wider public sector - Able to interpret how government (local and national) policy impacts on the service	Essential
Working knowledge of processes within Adult Social Care - Ability of how processes should work and how they fit into the wider service	Essential
Ability to build rapport and credibility with senior managers, members and Corporate Directors	Essential
Understanding of budget management including responsibility for financial planning.	Desirable
Use of MS Office suite of programmes and Sharepoint, plus project specific support tools such as Ms Project, PowerPoint and Visio	Essential
Skills	
Ability to successfully apply project methodologies, tools and techniques	Essential
Excellent written and verbal communication and presentation skills. Excellent interpersonal skills with the ability to gain the respect of multi professional teams, enthuse and motivate individuals and teams.	Essential
Strong interpersonal skills.	Essential
Excellent organisational and time management skills, ability to plan and deliver objectives within an agreed timeframe	Essential
Experience	
Experience of analysing and solving complex process and systems problems and supporting others to develop this skill.	Essential
Experience of effectively handling multiple, sometimes competing agendas, meeting challenging deadlines and delivering under pressure.	Essential
Demonstrable experience of using waterfall project methodology, developing and implementing project support processes, and operational experience of working in complex programme, project and change environments.	Essential
Experience in supporting senior managers. Able to interpret and abide by confidentiality and pre-empt senior managers requirements on own initiative	Essential
Experience of analysing and solving complex process and systems problems and supporting others to develop this skill	Essential
Safeguarding	
Demonstrate an understanding of the safe working practices that apply to this role.	Essential
Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential
Equal opportunities	
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential