



## **Job Description and Person Specification**

### **Job details**

Job title: **Senior Project Support & Communications Officer**

Grade: NNCBAND06

Hours: 37 hours per week

Reports to: Engagement and Participation Manager

Responsible for: No direct reports

Directorate and Service area: Children's Services, Partnerships and Development

### **Purpose of the job**

Family Hubs provide a universal 'front door' to families, offering a one stop shop of family support for families with children 0-19 (25 with SEND). The hubs bring together support from a variety of services including early help, education, health and other agencies including the voluntary sector. North Northamptonshire are one of the 75 Local Authorities who received funding to develop their Family Hub and Start for Life offer over the next two years and the team are looking for an enthusiastic and motivated Project Support Officer.

1. To support the co-ordination, collation and management of project work, engagement and participation action plan and information from across the Family Hubs programme and its wider partner set, producing reports, project products and communications of excellent quality, ensuring coproduction and meaningful engagement & participation from both partners and service users.

2. To support officers within the Family Hubs Programme in the development and delivery of a robust Communication & Marketing Strategy and associated action plan ensuring that activity is enhanced by digital/visual capability and delivered on time in accordance with branding and accessibility guidelines.

This post is situated within the new Family Hubs & Start For Life Programme Team , within the Partnership & Development service team.

The post holder is responsible for the Family Hubs & Start for Life Communication Plan, working and liaising closely with corporate teams to implement a robust communication and PR action plan including exploration and development of the programmes online and social media footprint.

The post holder will require good planning and organisation skills and be adept in communication, marketing and collaborative teamwork. You will have excellent digital skills including the use of online collaborative products such as Microsoft Teams, well versed in visual design, as well as being able to analyse information, build content and produce summary reports in tools such as PowerPoint. Experience of working in a project management environment would also be beneficial.

They will lead on the implementation of the programmes communication and marketing strategy and support the general and technical requirements of the programme as a whole. They will need to be able to work collaboratively across service areas and partner organisations to ensure the buy-in to the programme and identify opportunities to explore and innovate the programmes test and learn projects (ie: supporting partners to identify and seek external funding).

## **Principal responsibilities**

1. To lead and support the cascading of information, communications through various mediums (social media, service user focus groups / events, newsletters, emails etc)
2. To support the development and implementation of family hub workstreams across the partnership as directed by the Family Hubs & Start for life Strategic Lead

3. To administer and co-ordinate the programmes operational systems necessary within the associated budget and resources.
4. To work closely with colleagues within the function to ensure the smooth running of the programme and project activities (including meetings, events, inbox, resources etc).
5. To provide direct support to the Programme Team to improve project performance through the provision of general and technical support relating to the programme.
6. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
7. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.
8. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post

#### General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the councils commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Special features of the post

This post requires satisfactory clearance of an Enhanced Disclosure and Barring Service disclosure.

Hybrid Working is required, some office time and community outreach in Kettering, Corby, Wellingborough and Thrapston is required and Work from Home.

## Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Educated to Degree level or Digital equivalent.  Evidence of commitment to personal development activity.	Project Management qualification, equivalent or relevant experience
Experience and Knowledge	Experience of working with project management and quality assurance systems in a large organisation.  Experience of using IT systems, such as Microsoft Office 365, PowerPoint, Visio and Social Media Platforms .  Experience of working across functional areas with Officers within a local authority or similar setting.  Experience of co-ordinating and developing a project across functional areas.	Experience of supporting DfE funded projects  Good understanding of the types of targeted and universal services available for Parents, Carers and Children  Worked with Local Government, Health or the Voluntary Sector with an ability to understand how the whole system works and how it interlinks  Experience of partnership data collection at a basic level

Attributes	Essential criteria	Desirable criteria
	<p>Project management experience.</p> <p>Sound knowledge of the Data Protection Act and Principles.</p>	<p>Experience of working with multi-agency partnerships</p> <p>Good knowledge of Child and Adult Safeguarding</p>
Ability and Skills	<p>Ability to establish strong working relationships with Officers in a complex organisational setting.</p> <p>Strong project co-ordination skills.</p> <p>Solid co-ordination and, administrative skills.</p> <p>Good communication and interpersonal skills.</p> <p>Ability to produce clear reports for the senior management of the organisation to a consistent quality.</p> <p>Solid time management skills.</p> <p>Solid ICT skills across the Microsoft packages.</p>	<p>Local insight/understanding of North Northamptonshire communities and needs.</p>

Attributes	Essential criteria	Desirable criteria
	<p>Ability to work independently towards predetermine goals and objectives.</p> <p>Self starter and ability to take own initiative. A strong team player who can work in collaboration with others.</p> <p>Manage in a changing environment and be adaptable and flexible.</p>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p> <p>Ability to demonstrate awareness of the inequalities that children with SEND, their Parents and Carers face to day-to-day life.</p>	
Additional Factors	<p>Clean UK driving license with the ability to commute to and from work independently.</p>	

