

Job Description and Person Specification

Job details

Job title: Project Support Officer

Grade: PS05

Reports to: SEND Programme Manager

Responsible for: N/A

Directorate and Service area: Children's Services Transformation

Purpose of the job

Provide essential project support to ensure successful delivery of the Children's Services transformation initiatives, with a particular focus on supporting the Special Educational Needs and Disabilities (SEND) improvement programme and the Priority Action Plan (PAP). This includes coordinating activities, maintaining accurate documentation, supporting governance processes, and facilitating effective communication across stakeholders. The role will work collaboratively across the SEND local area partnership, including health, social care, and education partners, to drive improvements and deliver agreed outcomes.

Principal responsibilities

1. Coordinate project / programme activities and maintain accurate documentation.
2. Support delivery of SEND improvements and the Priority Action Plan.
3. Assist in project planning, scheduling, and reporting in line with governance standards.
4. Facilitate communication and collaboration across the SEND local area partnership (health, social care, and education).
5. Monitor progress, identify risks, and escalate issues as appropriate.
6. Prepare reports and presentations for governance and stakeholder meetings.

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 council's 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

If a DBS Disclosure is required for the role, include the following clause (Delete if not required).

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

If this post is Politically Restricted include the following clause (Delete if not required).

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council

If this role requires the postholder to be fully vaccinated against Covid-19, include the following clause (Delete if not required).

This post requires satisfactory evidence of being fully vaccinated against Covid-19 in line with government guidance.

If there are any other special features of the job that need to be in the job description, please indicate them here.

Person Specification

| Attributes | Essential criteria | Desirable criteria |
|--|---|---|
| Education, Qualifications and Training | <ul style="list-style-type: none"> • MS Office/365 suite of programmes and Microsoft Teams, plus project specific support tools such as Monday.com, Sharepoint | <ul style="list-style-type: none"> • 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 |
| Experience and Knowledge | <ul style="list-style-type: none"> • Knowledge and experience in reporting on project progress • Knowledge of project management and organisational change programmes • Experience in monitoring progress and supporting management of projects • Experience of analysing and solving complex process and systems problems and supporting others to develop this skill. • Experience of effectively handling multiple, sometimes competing agendas, meeting challenging deadlines and delivering under pressure. • Demonstrable experience of using project methodologies, developing and implementing good project support process and operational experience of working in complex programme, project and change environments. • Experience of engaging and consulting with a wide range of stakeholders to support project management | <ul style="list-style-type: none"> • Experience of supporting projects in education or SEND-related services • Understanding of SEND services and improvement programmes • Understanding of budget management including responsibility for financial planning. |

| Attributes | Essential criteria | Desirable criteria |
|---------------------|--|---|
| Ability and Skills | <ul style="list-style-type: none"> • Ability to successfully apply project methodologies, tools and techniques • 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. Ability to build rapport and credibility with senior managers, members and Corporate Directors • Excellent organisational and time management skills, ability to plan and deliver objectives within an agreed timeframe | <ul style="list-style-type: none"> • Strong group facilitation skills. |
| Equal Opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs. | |
| Additional Factors | | |