

Job Description: Programme Support Officer – Council Housebuilding Support

Reports to:	Programme Manager – Council Housebuilding Support
Directorate/team:	Partnerships & Improvement Directorate – Council Housebuilding Support
Grade:	Grade 3
Position:	1-year Fixed Term
Location:	Home based

Background:

The government is committed to delivering 1.5m homes in this parliament and local authorities have a pivotal role to play in contributing to these ambitions. However, with a decline in council housebuilding in recent years, councils need targeted support to accelerate delivery of new council homes.

To address this the government is committed to restoring capacity in councils to deliver new homes, and is working closely with the Local Government Association and other partners to develop a comprehensive support package. This initiative aims to restore councils management capabilities, enhance skills, and build long-term capacity to sustain a robust pipeline of council housebuilding.

Job Purpose:

Reporting to the Programme Manager, the Programme Support Officer (PSO) post provides administrative and co-ordination support for the development and delivery of the council housebuilding support programme.

Core Accountabilities:

1. Organise and support meetings, events, support and comms to support delivery of the council housebuilding support programme.
2. Maintain and improve administrative systems, including forward/project plans, budgets, electronic filing systems, CRM mailing lists.
3. Produce reports, briefings and information sheets and update the website and any portals.

4. Arrange room bookings, refreshments, printing, copying, distribution, travel and other administrative tasks in support of the team and/or lead members of the LGA.
5. Contribute to the delivery of the programme and the team's agreed objectives.
6. Participate in relevant projects that support the delivery of the council housebuilding support activity.
7. Model the LGA's values and work in accordance with health and safety, equal opportunities and environmental policies.
8. Undertake any other duties and responsibilities appropriate to the post.

Specific Accountabilities:

1. Provide comprehensive support to the Partnerships & Improvement Directorate function in the delivery of local government support and improvement activity.
2. Arrange events, conference attendance, workshops, site visits to councils and/or projects, including organising dates, travel, and preparing briefing material for the council housebuilding support team.
3. Create and maintain an accurate and up-to-date contact database of council partners, plus other data sets as appropriate (councils engaged with, supported, schemes supported, etc) utilising the LGA CRM where appropriate.
4. Support the wider team with production of marcomms materials such as briefing and marketing material; press releases, and web communications, to promote the key benefits and achievements of the work to stakeholders.
5. Assist with the preparation of briefings and surveys and dissemination of research findings to the local government sector and wider.
6. Undertake and support performance reporting both within LGA and with MHCLG. Monitor project and programme delivery; carry out data entry and analysis; develop and maintain project milestone plans plus information systems and dashboards.
7. Prepare agendas and papers and coordinate meetings, capturing minutes and actions. Follow up actions as required.
8. Provide comprehensive support in delivering the overall programme activity. Assist with the development, commissioning and delivery of support offers and services.
9. If required, assist with the resourcing and placement of both member and officer peer support, liaising with other LGA teams including political group offices. Provide administrative support to any peer challenges.
10. Manage orders and invoices, expenses, sickness reporting and other corporate web-system based activities, in line with agreed finance and HR procedures on behalf of the team.
11. Model the LGA values and behaviours and work in accordance with health and safety, equal opportunities and environmental policies.
12. Undertake any other duties and responsibilities appropriate to the post.

Relevant Contacts:

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- LGA teams
- Local authorities
- Local Partnerships
- Member and officer peers
- Officials within central government departments, especially MHCLG

Person Specification: Programme Support Officer – Council Housebuilding Support

Qualification	
Knowledge and experience	<ul style="list-style-type: none">• A broad understanding of social housing and what it means for local authorities• Previous administrative experience and knowledge of office systems and procedures, ideally gained in a project based environment.• A broad understanding of local and/or central government and how they work.• Experience of working within a team environment• Experience of a range of software packages including Word, Excel, PowerPoint, Teams, Outlook, and the internet.• Experience of researching data from a range of sources and of compiling clear, comprehensive papers.• Experience of organising meetings, projects, events or other activities• Experience in the production of documents and the collation and maintenance of information.
Skills and abilities	<ul style="list-style-type: none">• Excellent written and spreadsheet skills, with the ability to accurately summarise and convey information.• Excellent oral and influencing skills, with the ability to give clear advice on procedural issues.• Political sensitivity, with the ability to exercise discretion, judgement and confidentiality when dealing with politicians and officials at every level, and to demonstrate political neutrality at all times.• Good interpersonal skills, with the ability to deal with colleagues, politicians, civil servants, suppliers and other stakeholders with courtesy, tact and sensitivity.• A demonstrable commitment to customer care.• Excellent organisational skills, with the ability to prioritise work to meet deadlines, and a concern for order and accuracy• Excellent IT skills, including Word, Excel and PowerPoint with the ability quickly to learn new packages as required.• Good project management and financial control skills

	<ul style="list-style-type: none">● Able to work with a high degree of autonomy; able to follow clear directions; have confidence to question for clarification.● Ability to work as part of a team, to support others, contribute to team discussions.● Flexible approach to work, with a keenness to adapt to meet changing work requirements● A positive, “can do” attitude
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