

Job Description: Programme Support Officer

Reports to: Programme Manager- National Centre for Family Hubs

Directorate/team: Partnership and Improvement Directorate / Children's Improvement Team

Grade: Grade 3

Job Purpose:

As part of the Children's Improvement Team-National Centre for Family Hubs, provide administrative support for the Partnership and Improvement Directorate functions.

Core Accountabilities:

1. Organise and support meetings, events and functions to support delivery of Local Government Association (LGA) priorities.
2. Maintain and continuously improve administrative systems, including forward/project plans, electronic filing systems, CRM mailing lists and databases.
3. Produce reports, briefings and information sheets and update the website and portal.
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 team's agreed objectives.
6. Participate in relevant projects that support the delivery of the LGA Business Plan.
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 Children's Improvement Team in the delivery of local government support.
2. Support the resourcing of peer support including the recruitment, accreditation, placement, performance review and development of member and officer peers from local government and the wider public sector, liaising with the lead member peers and the political group offices, establishing positive working relations with peers and contributing to the development of streamlined processes.
3. Provide administrative/project support to peer challenges and support colleagues to manage peer support programmes e.g. Children's Services Peer Challenges.
4. Contribute to the networking opportunities for Improvement Directorate and assist in providing direct support to councils and their partners, and groups of councils
5. Provide comprehensive support in delivering improvement and leadership programmes. Assist the support for local government in the development, commissioning and delivery of services.
6. Assist with preparation of briefings and surveys and dissemination of research findings to the local government sector and wider.
7. Undertake and support projects and programmes, developing and maintaining project milestone plans and information systems, preparing agendas and papers and co-ordinating monthly updates.
8. Manage orders and invoices, expenses, sickness reporting and other Agresso-based activities, in line with agreed finance and HR procedures on behalf of the team. 9. Undertake any other duties and responsibilities appropriate to the post.

Relevant Contacts:

Local authorities

Elected Members/Councillors

Lead member peers

Member and officer peers

Central Government Departments, especially CLG and Cabinet Office

National and regional improvement organisations

Employers' organisations

Regulatory Bodies

Public and private sector partners and providers

Person Specification: Programme Support Officer

Qualifications	
Knowledge and experience	<ul style="list-style-type: none"> • Previous administrative experience and knowledge of office systems and procedures, ideally gained in a member services or 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, e-mail and the internet. • Experience of researching data from a range of sources and of compiling clear, comprehensive papers. • Experience of organising meetings, events or other activities.
Skills and abilities	<ul style="list-style-type: none"> • Excellent written skills, with the ability to accurately summarise and convey complex 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 officers at every level, and to demonstrate political neutrality at all times. • Good interpersonal skills, with the ability to deal with members, other clients and colleagues 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 • Ability to work as part of a team and to support others. • Flexible approach to work, with a keenness to adapt to meet changing work requirements • A positive, “can do” attitude