

## **Job Description: Programme Support Officer**

---

**Reports to:** Assistant Programme Manager - Leadership

**Directorate/team:** Improvement Directorate / Leadership Team

**Grade:** Grade 3

**Job Purpose:**

Provide comprehensive administrative support to the delivery of LGA graduate programmes, primarily Pathways to Planning, for the benefit of local councils. In this role, you will work closely with colleagues, external suppliers, councils and applicants to deliver a competitive, multi-stage recruitment process within set deadlines.

**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, and databases.
3. Produce reports, briefings and information sheets and update the website.
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 administrative support to the delivery of the LGA's Pathways to Planning graduate programme.
2. Undertake and support the graduate scheme and other related projects and programmes, developing and maintaining project milestone plans and information systems, preparing agendas and papers and co-ordinating monthly updates.
3. Provide administrative support to the team including arranging meetings and events.

Post number:

4. Provide finance support including raising purchase orders and managing payments, in line with agreed finance and HR procedures on behalf of the team.
5. Provide comprehensive monitoring and reporting against the budget highlighting any issues and preparation of reports.
6. Support the distribution of bursaries to local authorities including arranging for processing of payments.
7. Act as the point of contact for enquiries and liaise with councils, graduates, external suppliers and external partners who are engaged in the programme.
8. Attend, where relevant, in-person marketing, recruitment and/or learning events relating to the graduate programme. These may involve travel outside of London and/or overnight stay.
9. Assist with preparation of briefings and surveys for reporting and research purposes.
10. Manage orders and invoices, expenses, sickness reporting and other Agresso-based activities,
11. Undertake any other duties and responsibilities appropriate to the post.

**Relevant Contacts:**

Local authorities

Central Government Departments

National and regional improvement organisations

Regulatory Bodies

Public and private sector partners and providers

Participants in the programme

## Person Specification: Programme Support Officer

---

<b>Qualifications</b>	
<b>Knowledge and experience</b>	<ul style="list-style-type: none"><li>• Previous administrative experience and knowledge of office systems and procedures, ideally gained in a recruitment or project based environment.</li><li>• A broad understanding of local and/or central government and how they work.</li><li>• Experience of working within a team environment</li><li>• Experience of a range of software packages including Word, Excel, PowerPoint, e-mail and the internet.</li><li>• Experience of researching data from a range of sources and of compiling clear, comprehensive papers.</li><li>• Experience of organising meetings, events or other activities.</li></ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"><li>• Excellent written skills, with the ability to accurately summarise and convey complex information.</li><li>• Excellent oral and influencing skills, with the ability to give clear advice on procedural issues.</li><li>• 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.</li><li>• Good interpersonal skills, with the ability to deal with graduates, council officers, external service providers and colleagues with courtesy, tact and sensitivity.</li><li>• A demonstrable commitment to customer care.</li><li>• Excellent organisational skills, with the ability to prioritise work to meet deadlines, and a concern for order and accuracy</li><li>• Excellent IT skills, including Word, Excel and PowerPoint with the ability quickly to learn new packages as required.</li><li>• Good project management and financial control skills</li><li>• Ability to work as part of a team and to support others.</li><li>• Flexible approach to work, with a keenness to adapt to meet changing work requirements</li></ul>