Role Profile

Part A - Grade & Structure Information

Job Family Code	**8BF**	**Role Title**	**Project Officer Family Help**
Grade	PS8	**Reports to (role title)**	**Service Manager Family Help Partnerships**
JE Band	269-313	**Directorate / School**	**Children, Families & Lifelong Learning**
Date Role Profile was created	**Nov-26**	**Service / Department**	**Family Help Partnerships and Practice**
Agile	**Information**	DBS Requirement	**Not Required**

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	To support the planning and implementation of projects related to transforming Family Help Services. The role holder will provide a visible project support across Surrey, planning, scheduling and delivering projects that support the delivery of effective services for families. The role will require organising people, tasks and resources to bring about a successful delivery of the projects. The project officer will work with the service manager, supporting teams with performance data on the performance of service priorities. The project officer will support with the finacial monitoring of the commissioned early help services.
Work Context	Surrey Family Help teams aim to ensure that children and young people with identified needs and their families are offered help at the earliest opportunity and that the majority of children and young people's needs will be met without statutory intervention. The project officer will enable partners across Surrey to work together to deliver effective early help services. Examples of projects include organising webinars and events that bring together partners from a range of agencies across Surrey. Supporting the delivery of the grants and parenting offer accross Surrey.
Line management responsibility if applicable	No line management responsibility
Budget responsibility if applicable	Where applicable have joint responsibility to manage budgets with partner organisations.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation • Prepare and analyse management information, including financial reports / project plans, recommending actions as appropriate. • Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement. Service Delivery • Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. • Maintains knowledge of the organisation's current systems, policies and procedures. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. Planning & Organising • Monitor service objectives and standards within own area of work to ensure effective service delivery. • Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. Finance/Resource Management • Assist budget/resource management in accordance with the organisation's policies and procedures. • Maintains, develops and reviews financial support systems, processes and procedures. Work with others • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.

	• Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery. People Management Either: • Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery. • Oversee the work of others as the most experienced team member. And/Or: • Operate as an individual maintaining and improving operational efficiency and quality of service of own area. • May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of staff. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required. To have regard to and comply with safeguarding policy and procedure as appropriate.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Educated to 'A' level standard, or able to evidence ability at an equivalent level. • Professional business qualification to NVQ Level 4, or able to evidence knowledge and understanding of appropriate business disciplines; willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Excellent IT skills. • Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations. • High level administrative/organisational and analytical skills. • Ability to manage a range of projects through to completion. • Effective interpersonal, influencing and negotiation skills. • Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate). • Experience of leading a team (where appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	•Degree or equivalent qualification. •Evidence of continuous training and personal development. •Some understanding of the key strategic issues surrounding the Government's Troubled Families Programme; and of the issues surrounding multi-agency and multi-professional working with vulnerable people. •Good understanding of project and programme management methodology, frameworks and practice. •Networker with a track record of positive relationships with officers and other stakeholders, or equivalent; and with the experience of working in a complex service with other agencies. •Problem solving skills; with ability to understand and work with statistics collate, analyse, interpret and present complex customer intelligence, management and financial information. •Service, business, risk and resource planning and management skills. •Up to date knowledge of at least one Service, profession or functional areas relevant to the work of Family Support. •Understanding of and commitment to equal opportunities and diversity in service delivery and employment. •Some understanding of families with multiple and complex needs and the main challenges they face.
Role Summary	Roles at this level may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, communications, facilities, procurement. They are often process 'experts' seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.
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