

# Role Profile

## Part A - Grade & Structure Information

Job Family Code	8BF	Role Title	Communities and Welfare Officer
Grade	PS8	Reports to (role title)	Fuel Poverty Manager
JE Band	269-313	Directorate / School	AWHP
Date Role Profile was created	Mar-26	Service / Department	Public Health and Communities
<u>Agile</u>	Information	<u>DBS Requirement</u>	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.

<b>Role Purpose</b> including key outputs	<p>This post is required to offer business support to the wider Communities Service. To ensure that the leadership team is supported and so the service is delivering to a high standard. Managing and coordinating administrative aspects of key works for the service, the job holder will have the key following responsibilities:</p> <ul style="list-style-type: none"> <li>- Will lead grant funding agreement process for a fund worth over £7m</li> <li>- Help commission resilience services and draft contract alongside Crisis and Resilience Fund team</li> <li>- Providing support to the Communities Leadership team to deliver on key work across the service (this could include Welfare, Community Engagement, multiple disadvantages)</li> <li>- Maintaining and collating data and information to assist in the practical management of more complicated grants, contracts and commissioning (including liaising with providers and making sure that key performance metrics are being monitored and providers are sharing the necessary data as part of MI reporting to central government)</li> <li>- Arrange team meetings, workshops and engagement events, taking notes as required</li> <li>- Maintain high levels of quality and customer service with colleagues and members of the public</li> <li>- Undertake research and data collection to support service planning and delivery, including raising awareness wider policy drivers for the service</li> <li>- Putting together reports on behalf of Communities leadership team</li> </ul>
<b>Work Context</b>	<p>The Communities Service (part of Public Health and Communities) delivers day-to-day operational support to people, whilst also shaping and driving a number of connected key strategies and transformation programmes that are critical to the successful achievement of the Surrey County Council Organisation Strategy and wider partnership strategies such as the Health and wellbeing Strategy.</p> <p>This requires working closely with all other Council services and partners to ensure that we are working alongside our communities in ways that grow their resilience, independence and choice – so everyone in Surrey is part of an empowered and thriving community that is welcoming and supportive, where people feel able to contribute to community life and no one is left behind.</p> <p>Delivery of both these operational and strategic goals requires an effective, well coordinated and collaborative method of business support.</p>

<b>Line management responsibility</b> if applicable	None direct.
<b>Budget responsibility</b> if applicable	None direct.
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Prepare and analyse management information, including financial reports / project plans, recommending actions as appropriate.</li> <li>• Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement.</li> </ul> <p>Service Delivery</p> <ul style="list-style-type: none"> <li>• Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity.</li> <li>• Maintains knowledge of the organisation's current systems, policies and procedures.</li> <li>• Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Monitor service objectives and standards within own area of work to ensure effective service delivery.</li> <li>• Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Assist budget/resource management in accordance with the organisation's policies and procedures.</li> <li>• Maintains, develops and reviews financial support systems, processes and procedures.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.</li> <li>• Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery.</li> </ul> <p>People Management</p> <p>Either:</p> <ul style="list-style-type: none"> <li>• Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery.</li> <li>• Oversee the work of others as the most experienced team member.</li> </ul> <p>And/Or:</p> <ul style="list-style-type: none"> <li>• Operate as an individual maintaining and improving operational efficiency and quality of service of own area.</li> <li>• May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of staff.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; 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.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>

<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Educated to 'A' level standard, or able to evidence ability at an equivalent level.</li> <li>• 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.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Excellent IT skills.</li> <li>• Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations.</li> <li>• High level administrative/organisational and analytical skills.</li> <li>• Ability to manage a range of projects through to completion.</li> <li>• Effective interpersonal, influencing and negotiation skills.</li> <li>• Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate).</li> <li>• Experience of leading a team (where appropriate).</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>Ability to use key systems such as microsoft office  Knowledge of performance and fincace monitoring  Ability to collate information and translate to required format  Ability to prioritise and manage multiple tasks at once</p>
<b>Role Summary</b>	<p>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.</p>

<b>Reference Number</b>	<p style="text-align: center;">BM-2026-198</p>
-------------------------	--

Copyright © 2019 Surrey County Council