

Role Profile

Part A - Grade & Structure Information

Job Family Code	7OS	Role Title	WorkWell Programme Support Officer
Grade	PS7	Reports to (role title)	WorkWell Strategic Programme Manager
JE Band	228-268	Directorate / School	Place
Date Role Profile was created	Jun-26	Service / Department	Economy and Growth
<u>Agile</u>	Information	<u>DBS Requirement</u>	Standard

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	The WorkWell Programme Support Officer is responsible for providing programme support to the WorkWell programme in Surrey County Council's remit as Lead Accountable Body on behalf of the Surrey and Sussex ICB. The postholder will be responsible for supporting the WorkWell Strategic Programme Manager in the governance and oversight of the programme, providing secretarial support to the Programme Board and lead on the collation of reports and briefings to stakeholder as appropriate. The postholder will also support the Quality and Assurance Officer in ensuring accurate and timely collection of data and reporting through being a subject matter expert of the CRM system, ensuring it is fully adopted and implemented across project delivery partners. The posts will also work horizontally across the Economy & Growth function to achieve wider service outcomes including supporting finance and information flows. They will provide business support to the Employment Support team to ensure integrated ways of working, contributing towards meeting contract requirements and ensuring WorkWell is a success. This will include support of financial management, overseeing invoices and purchase orders. The role will be based in Woodhatch Place, Reigate and is on fixed-term basis to March 2029 with possible contract extension subject to funding. The contractual base will be Woodhatch Place, Reigate. The role is hybrid with at least one day in Woodhatch (usually Tuesday), combined with regular attendance at meetings, community settings, workshops and events across the Surrey and Sussex geography, which will require regular travel across Surrey and Sussex. ☐ ☐
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Work Context	Surrey County Council has been appointed as the Lead Accountable Body for the delivery of the national WorkWell programme across the Surrey and Sussex ICB area. WorkWell will support up to 11,000 individuals who are experiencing health challenges and barriers that put them at risk of losing work or who are out of work. The WorkWell Surrey and Sussex Strategic Programme Manager will be responsible for fulfilling our duty as Lead Accountable Body on behalf of Surrey and Sussex, ensuring the coordination of a cohesive programme of support across Surrey and Sussex, overseeing the delivery teams based in each of the 4 upper tier local authorities in the area. As the interface between the DWP and the delivery areas, the postholder will be responsible for ensuring the local programme is compliant, delivers value for money and is in line with best practice nationally. The role will provide programme support to ensure Surrey's fulfillment in its role as Lead Accountable Body. The WorkWell Programme Support Officer: Become an expert user of our bespoke Customer Relationship Management (CRM) system. Supporting the Quality and Assurance Officer in the accurate reporting and collection of data and supporting delivery partners in the implementation and use of the CRM. Work with colleagues within the Council and with external partners to manage information flows - sourcing the most up to date system to enable accurate and timely reporting. Collect and collate information required by WorkWell to validate outcomes or activity. Review information against contract requirements ensuring compliance with eligibility criteria are met. Provide governance and secretariat support to the Programme Board and collating briefings for stakeholders. Provide business support across the WorkWell Lead Accountable Body team and also provide support to the Employment Support team where appropriate.. Work across the team on a number of Economy & Growth activities, exemplifying and embedding horizontal working best practice.
Line management responsibility if applicable	None
Budget responsibility if applicable	None
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Planning & Organising • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. - Respond effectively to changing demands, adjusting priorities as needed. Policy and Compliance • Assist with work in a relevant technical or regulatory area in order that statutory and policy compliance is maintained. People & partnerships • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. • Guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. • Communicate and liaise with service users and/or external contacts, representing the team/service as required. Resources • May assist in the management of a small budget or recovery of income. Analysis, Reporting & Documentation • Collate data, prepare reports/statistics to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. 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, HNC or equivalent, or able to evidence ability at an equivalent level. • Knowledge of relevant technical area including, where appropriate, relevant practical skills. • For some roles a relevant degree may be required. • Good written and oral communication skills with the ability to build sound relationships with customers. • Competent in a range of IT tools. • Ability to apply specialist skills/judgement to undertake a programme of works. • High level analytical and organisational skills. • Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to tasks, recording and reporting. • Typically previous work experience in a relevant environment. • Experience of staff supervision where appropriate.
Details of the specific qualifications and/or experience if required for the role in line with the above description	Essential - Experience of using CRM systems and/or people centred databases - Experience of working with colleagues to secure information - Experience analysing and presenting data to inform decision making - Experience with general administration tasks - Experience supporting finance processes Desirable - Understanding of the health issues faced by residents with barriers to employment - Experience of delivering events - Experience working across a large geographic region
Role Summary	Roles at this level typically provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines. There will be minimal day-to-day supervision, but clear guidance will be available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require more specialist knowledge or experience. They may be involved in guiding/supervising the work of more junior staff.
Reference Number	BM-2026-240