

Role Profile

Part A - Grade & Structure Information

Job Family Code	7BF	Role Title	PDP Placemaking Officer
Grade	PS7	Reports to (role title)	Principal Programme & Commissioning Officer
		Directorate/School	Environment and Planning
JE Band	229-268	Service/Department	Place Directorate
		Date Role Profile was created	Mar-26

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	<p>Sitting within the Place Programme Development & Commissioning Team, the role will provide technical, financial, project administrative support to programmes of work that deliver our place strategies across Surrey.</p> <ol style="list-style-type: none"> 1. Prepare quality research and analysis benchmarking 2. Prepare reports, presentations and any events, if required 3. Respond to and resolve enquiries and problems from internal and external stakeholders 4. Assist the team with stakeholder and wider public engagement activities to develop projects/policies 5. Assist the Placemaking Manager with preparing information related to projects, strategies and consultations for elected councillors and committees to inform and seek approval as required 6. Help prepare documents such as: Risk Assessments/Issue Logs/Risk Registers, Communications Plans - with supervision/assistance of PM 7. Assist on team communications for projects e.g newsletters, webpages 8. Assist with the collation of bid documentation
Work Context	<p>The Place Programme Development & Commissioning Team leads on the prioritisation, development, commissioning and performance management of a place-based programme that delivers our place strategies across Surrey. This will include bringing together programmes covering areas that include: placemaking & neighbourhood improvements, sustainable transport, flood risk, nature recovery, energy and digital connectivity.</p> <p>The team will work closely with the Place Policy & Strategy service in the development of short/medium term priorities for the 18mths period of LGR as well as post LGR. In developing and delivering these plans the team will work with external partners such as Districts & Boroughs and community groups as well as national bodies such as the Environment Agency and Active Travel England to secure funding.</p> <p>In commissioning works post business case the team will work with delivery teams to identify the most appropriate model that ensures the works are delivered in an efficient and joined up manner.</p>
Line management responsibility	None
Budget responsibility	None - might be issued with a purchasing card
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Prepare reports/statistics/briefings to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards; to maximise service quality and continuity. May authorise transactions where appropriate. • 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. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services. • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Maintain financial, and/or stock records, and review data to contribute to resource planning/Work with others • Maintain a network of contacts, drawing on support and advice from others to resolve problems • Communicate and liaise with service users and/or external contacts, representing the team/service as required. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. <p>People Management</p> <ul style="list-style-type: none"> • May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>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.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Educated to A level or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, Management, business administration or financial qualification to NVQ Level 3/4, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Good IT skills • Ability to work with others to achieve objectives and improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service. • High level administrative/organisational and analytical skills. • Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining and improving business database systems/secretarial processes and systems (as appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ol style="list-style-type: none"> 1. Experience of supporting projects and/or a strong background in administration 2. Customer focused and able to build strong relationships with senior stakeholders both internally and externally. 3. Good presentation skills and experience 4. Good written, oral, and numerical skills, with proven effective customer service and communication skills. 5. Excellent IT skills, including all Microsoft applications. Proven ability in using and providing advice and support on a wide range of databases and reporting systems, including SAP, ETC, SharePoint 6. An understanding of stakeholder management and developing strong relationships to maximise the benefits of working as 'one team' 7. Ability to work flexibly, clearly understanding the objectives, and responding rapidly to requests.
Role Summary	<p>Roles at this level provide a comprehensive business support service in a defined service or functional area, or provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is 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 specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services which may include coordinating activities, different customer and service users.</p>
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