

Role Profile

Part A - Grade & Structure Information

Job Family Code	7BF	Role Title	HDRC Programme Support Officer
Grade	PS7	Reports to (role title)	HDRC Programme Manager
		Directorate/School	Adults, Wellbeing and Health Partnerships
JE Band	228-268	Service/Department	Public Health
		Date Role Profile was created	Jan-25

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>This is a 2-year fixed-term contract opportunity.</p> <p>We are looking for a highly motivated and detail-oriented individual to join our fantastic Surrey Health Determinants Research Collaboration (HDRC) team as a Programme Support Officer.</p> <p>The starting salary for this post is £32,512 per annum based on a 36-hour week. This is a full-time role. This role is open to hybrid working and as a team we split our time between working from home and collaborating together in the office two days per week.</p> <p>This role will be responsible for providing flexible, efficient and effective programme support for Surrey HDRC, including logistical support and successfully supporting with programme-delivery related activities. Key responsibilities include:</p> <ul style="list-style-type: none"> •Provide administrative support to the Surrey HDRC team and assist with a wide range of activities and responsibilities including meeting organisation and stakeholder management, drafting programme-related documents and diary and budget management. •Support the Surrey HDRC Director and Programme Manager during meetings, incl. taking meeting minutes, updating meeting actions and preparing and updating action and risk logs. •Maintain accurate and up-to-date programme records, including project documentation, reports, and correspondence. •Maintain active communication with key stakeholders, including local authority staff, University of Surrey, voluntary and community sector partners and public representatives. •Work with colleagues to achieve programme objectives and targets, ensuring relevant partners are reminded of key deadlines and project milestones. •Manage the administration of Surrey HDRC programme meetings and governance – e.g. Oversight Group, Ethics Committee, core team meetings. This will include booking rooms, sending invites, preparing and sending key documents, arranging refreshments, arranging parking and travel permits if required. •Assist with event planning and coordination across Surrey HDRC. •Support with financial returns to the NIHR funding body. •Support the gathering of data for NIHR reports and collate key findings into usable reports. Provide administrative support to the Surrey HDRC team and assist with a wide range of activities and responsibilities including meeting organisation and stakeholder management, drafting programme-related documents and diary and budget management.
Work Context	<p>This role would form part of the new and innovative Health Determinants Research Collaboration (HDRC) programme funded by the National Institute of Health and Care Research (NIHR). The Surrey HDRC programme is delivered by Surrey County Council, University of Surrey (UoS), alongside local partners including Surrey's voluntary and community sector.</p> <p>Surrey HDRC is designed to boost the capacity of Surrey County Council to do research, together with our communities, with the aim of improving health outcomes and reducing health inequalities in Surrey communities. Surrey HDRC will develop a sustainable research culture, build research capacity and capability, and increase our local evidence-base on wider determinants of health.</p>
Line management responsibility if applicable	
Budget responsibility if applicable	Support the HDRC programme delivery team with financial returns to the NIHR funding body.

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. <p>Work with others</p> <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Good general level of education with minimum GCSE grade "C" or above or equivalent in Maths and English or relevant previous experience. • BTEC Business Studies, Public Administration or other recognised secretarial qualification (or equivalent), or minimum of 2 years equivalent work experience. • Proficient in the use of Microsoft Word, Excel, PowerPoint and Outlook. • Knowledge of executive administrative practices at a senior level, including minute taking, producing accurate action notes, diary management, travel planning, event management. • Detail-oriented with a high level of accuracy in work. • Advanced organisational and time management skills. • Strong analytical and problem-solving skills. • Experience of producing work of a high standard and working to tight deadlines. • Excellent verbal and written communication and interpersonal skills. • Knowledge of payment processes and financial monitoring systems. • Knowledge of the local government sector and understanding of relevant legislation. • Ability to build strong relationships at all levels within and outside of the organisation. • Ability to work independently and as part of a team.

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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