

# Role Profile

## Part A - Grade & Structure Information

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|------------------------|---------|--------------------------------------|---|
| <b>Job Family Code</b> | 7BF     | <b>Role Title</b>                    | Connect to Work Programme Support Officer |
| <b>Grade</b>           | PS7     | <b>Reports to (role title)</b>       | Connect to Work Programme Coordinator     |
|                        |         | <b>Directorate/School</b>            | EIG                                       |
| <b>JE Band</b>         | 228-268 | <b>Service/Department</b>            | Economy & Growth                          |
|                        |         | <b>Date Role Profile was created</b> | 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.

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| <b>Role Purpose</b><br>including key outputs   | <p>Connect to Work Programme Support Officers are responsible for ensuring that Connect to Work participant and outcome information is correctly recorded on the internal CRM systems and that records are kept accurate and up to date to enable caseload and provision reviews. Information will also need to be recorded on DWP's Provider Referrals and Payments (PRaP) system which ensures payment of grant funding to the council.</p> <p>The posts will also work horizontally across the Economy &amp; Growth function to achieve wider service outcomes including supporting finance and information flows.</p> <p>They will provide business support to the rest of the team, contributing towards meeting contract requirements and ensuring Connect to work in Surrey is a success. This will include support of financial management, overseeing invoices and purchase orders.</p> <p>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.</p>   |
| <b>Work Context</b>  | <p>Connect to Work Programme Support Officers will:</p> <p>Become an expert user of our bespoke Customer Relationship Management (CRM) system.</p> <p>Become an expert in the requirements of the Provider Referrals and Payments (PRaP) system, used by DWP to monitor participant journey and outcomes. Input participant and outcome information to the system to ensure payments from the Department of Work &amp; Pensions (DWP).</p> <p>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.</p> <p>Collect and collate information required by Connect to Work or other employment programmes to validate outcomes or activity. Collate Fidelity Evidence collection and help the organisation to conduct self assessments.</p> <p>Review information against contract requirements ensuring compliance with eligibility criteria are met.</p> <p>Provide business support across the Connect to Work team.</p> <p>Work across the team on a number of Economy &amp; Growth activities, exemplifying and embedding horizontal working best practice.</p> |
| <b>Line management responsibility</b><br>if applicable   | N/A  |
| <b>Budget responsibility</b><br>if applicable  | N/A  |
| <b>Representative Accountabilities</b><br>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 reports/statistics/briefings to meet statutory/management information requirements.</li> <li>• Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team.</li> </ul> <p>Service Delivery</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>   |

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|  | <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Plan and prioritise own work activities for the weeks 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>• Maintain financial, and/or stock records, and review data to contribute to resource planning.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Maintain a network of contacts, drawing on support and advice from others to resolve problems.</li> <li>• Communicate and liaise with service users and/or external contacts, representing the team/service as required.</li> <li>• Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained.</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> |
| <p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>                                | <ul style="list-style-type: none"> <li>• Educated to A level or equivalent, or able to evidence ability at an equivalent level.</li> <li>• 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.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Good IT skills.</li> <li>• Ability to work with others to achieve objectives and improve customer service.</li> <li>• Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service.</li> <li>• High level administrative/organisational and analytical skills.</li> <li>• Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative.</li> <li>• A methodical approach to information gathering, recording and reporting.</li> <li>• Previous relevant work experience.</li> <li>• Experience of maintaining and improving business/ database systems/secretarial processes and systems (as appropriate).</li> </ul>   |
| <p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p> | <p>Essential</p> <ul style="list-style-type: none"> <li>- Experience of using CRM systems and/or people centred databases</li> <li>- Experience of working with colleagues to secure information</li> <li>- Experience analysing and presenting data to inform decision making</li> <li>- Experience with general administration tasks</li> <li>- Experience supporting finance processes</li> </ul> <p>Desirable</p> <ul style="list-style-type: none"> <li>- Understanding of the issues faced by residents with barriers to employment</li> <li>- Experience of delivering events</li> </ul>   |
| <p><b>Role Summary</b></p>   | <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>   |
| <p><b>Reference Number</b></p>   | <p>BM-2025-094</p>  |