

Role Profile

Part A - Grade & Structure Information

Job Family Code	9BF	Role Title	Project Officer
Grade	PS9	Reports to (role title)	Project Manager
		Directorate	Adult Social Care
JE Band	314-370	Service	Commissioning & Operations
		Team	Project Team
		Date Role Profile was created	Aug-17

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	To support the delivery of transformation change projects by ensuring objectives, governance arrangements, project plan and risk register are in place. The Project Officer will identify and assess options through research and impact analysis. They will design engagement activities to ensure the views of partners, people who use services and carers are reflected in the outcomes of the project.
Work Context	<p>This position is based in the Adult Social Care Project Team. Adult Social Care plans, commissions and provides services for adults across Surrey.</p> <p>The post holder will be expected to work within a political environment, have a sound understanding of project management and of national legislation and policy for Adult Social Care, with a particular focus on the Care Act 2014 and the health and social care integration agenda.</p> <p>The post holder will be required to work across a number of different projects at the same time, will have a significant level of autonomy and will input into decision making. They will work in a one team approach across the Council and will manage a wide range of relationships with officers, elected members, partners, people who use services and carers.</p>
Line management responsibility if applicable	Line management responsibilities for a small team Matrix management responsibilities for staff working on projects
Budget responsibility if applicable	Indirect influence on budgets.

<p>Representative Accountabilities</p> <p>Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none">• Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making.• Analyse and make recommendations for improvement or development of existing systems, processes or policy. <p>Customer Service & Support</p> <ul style="list-style-type: none">• Maintain, develop and review systems, processes, procedures and working methods to maximise service quality, efficiency and compliance.• Provide specialist/professional advice and recommendations within specific parameters to support informed decision making. <p>Planning & Organising</p> <ul style="list-style-type: none">• Plan workloads and secure resources to enable the team/s to achieve a quality service.• Lead projects and reviews within a defined area of work as directed by their manager to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none">• May assist with budget/resource management in accordance with the council policies and procedures.• May have delegated responsibility for a budget(s). <p>Work with others</p> <ul style="list-style-type: none">• Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. <p>People Management</p> <ul style="list-style-type: none">• May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function.• Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. <p>And/Or</p> <ul style="list-style-type: none">• Operate as an individual responsible for the delivery of a high level/complex service. <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 maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
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Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. • Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines such as HR, finance, law, marketing, communications. • Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles). • Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Ability to work on own initiative, with solution focused problem solving skills. • Ability to manage a range of projects through to completion. • Previous practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Previous management experience including staff supervision, development and organisational skills (where 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"> • Applied understanding of national and local politics relating to user and carer groups and an appreciation of the political environment in which the service operates. • Up to date knowledge of national policy, with a particular focus on the Care Act 2014 and the health and social care integration agenda. • Creative, able to manage ambiguity and to persist when working in a challenging environment. • Able to work and travel across Surrey
Role Summary	<p>Roles at this level are often professionally qualified roles, specialists, or project officers providing advice and support to their customers, or lead and manage the work of larger teams. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will have a fair degree of autonomy and work closely with customers, staff, partners, third parties agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and in improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems.</p>