

Role Profile

Part A - Grade & Structure Information

Job Family Code	7BF	Role Title	Programme Support Officer
Grade	PS7	Reports to (role title)	Skills for Jobs Programme Manager
JE Band	228-268	Directorate / School	Place
Date Role Profile was created	Mar-26	Service / Department	Economy & Growth
Agile	Information	<u>DBS Requirement</u>	Not Required

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>The Programme Support Officer will provide high quality programme, administrative, data and governance support to the Skills for Jobs programme, enabling effective commissioning and contract management of skills provision across Surrey.</p> <p>The postholder will coordinate programme controls (e.g. plans, risks, finances, reporting), maintain accurate documentation and performance data, support procurement/mobilisation activities, and facilitate provider and stakeholder engagement - helping to ensure delivery is compliant, timely and value for money.</p>
Work Context	<p>The Programme Support Officer will play a key role in effectively and legally discharging adult education functions devolved from the UK Govt to Surrey County Council</p> <p>The role will sit in Economy & Growth and, while focusing on skills for jobs outcomes, will be outward-facing in line with the team's 'horizontal working' culture</p> <p>The postholder will be expected to support work across Economy & Growth, and to collaborate with colleagues in the team, other council departments and external stakeholders (including training providers and businesses)</p> <p>Reporting to the Skills for Jobs Programme Manager, the post holder will be expected to manage their workload to meet the needs of the delivery plan and ensure core objectives are met</p> <p>While the base for the role will be Woodhatch Place in Reigate, you may be required to travel across the county</p> <p>The postholder may be required to work flexibly and, occasionally, out of hours - flexible arrangements apply, including some home working</p>
Line management responsibility if applicable	N/A
Budget responsibility if applicable	Financial administration

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<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>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<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	<p>Essential:</p> <ul style="list-style-type: none"> - Experience supporting programmes/projects, commissioning, contract management, procurement or similar process driven environments - Strong organisational skills: able to manage multiple priorities, follow through on actions and meet deadlines - Confident with Microsoft 365 (Excel, Word, PowerPoint, Outlook, Teams, SharePoint); able to create trackers and dashboards - Excellent written and verbal communication, including preparation of reports - High attention to detail with good numeracy for budget tracking and data validation - Collaborative, customer-focused approach with the ability to build effective working relationships - Experience of budgets, finance and compliance processes in a local authority (or other publicly-funded environment) <p>Desirable:</p> <ul style="list-style-type: none"> - Knowledge of the skills/employability/adult learning landscape (e.g.ASF, employer-led skills, sector-based provision) - Understanding of public sector governance, audit and information management (FOI, records, data protection) - Familiarity with e tendering/e-procurement portals and contract management systems - Working knowledge of Power BI or similar data visualisation tools. - Project or PMO certification (e.g. APM PFQ, PRINCE2 Foundation, Agile Foundation)
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>

Reference Number	<p style="text-align: center;">BM-2026-156</p>
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