

Programme Support Officer Grade 5

Our Vision

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and the people of Staffordshire
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

Directorate Purpose and Values:

Staffordshire County Council is one of the largest local authorities in the UK with an ambitious vision for Staffordshire and its people. Achievement of that vision will be underpinned by the support of the County Council's Economy,

Infrastructure and Skills Directorate (EIS). The vision for EIS is to help Staffordshire's economy grow, so that everyone has the opportunity of a good job and good prospects in a beautiful, safe, accessible, vibrant, cultural, prosperous, business friendly and sustainable county.

Service Purpose:

Skills & Employability purpose is to improve people's lives through learning and training, leading to employment and/or increased personal fulfilment, supporting the growth of Staffordshire's economy and society:

- Ensuring provision of a wide range of high-quality learning opportunities to reflect identified local needs and wishes of Staffordshire's '16+' residents, by enabling provider partnerships and through direct delivery.
- Providing support, with a focus on targeted groups, to improve participation in learning across Staffordshire.
- Ensuring provision of work-related experience and advice to increase the employability of targeted groups and/or individuals.
- Working with providers and partners to ensure that Staffordshire's social, employment and economic skills demands are met.

About the Role

The Programme Support Officer is accountable for the review of information returns from Providers to meet Programme Client Relationship Management System requirements and the timely payment of funding.

Reporting Relationships

Responsible to: Finance & Compliance Manager

Responsible for: no direct reports

Key Accountabilities:

1. Review the return of information from Providers and Programme participants to meet Programme requirements, resulting in the production of accurate and

complete records via the Programme Client Relationship Management system and the timely payments of funding

2. Ensure the efficient processing of Participant Expressions of Interest and eligibility data, complying with information, privacy and data security policies, through liaison with team members.
3. Administer telephone and electronic correspondence with Providers and Programme participants and colleagues to ensure that enquiries are actioned efficiently and effectively.
4. Support the procurement process and issuing of annual contracts by requesting documentation for due diligence, maintaining records to monitor the return of and collation of documentation to demonstrate procurement and contract compliance.
5. Support the quality management processes and procedures by producing documentation in MS Office.
6. Assist staff with decision making and the future development of the service by accessing and presenting data as requested, for example formatted spreadsheets, tables and graphs.
7. Support the Programme Team with internal and external audits and preparation for inspection by external agencies through administrative tasks.
8. Ensure the effective storage and transfer of data with external and internal stakeholders by maintaining the folders and undertaking secure file transfer.
9. Contribute to raising the profile of the Service by maintaining the content of the external website for the Programme Team, including updating the events calendar.
10. Maintain stocks of paper-based Participant Expressions of Interest forms and carry out the distribution to stakeholders ensuring distribution is recorded, monitored.
11. Make purchases on behalf of the Programme Team and keep records of expenditure in line with Financial Regulations.
12. Provide general administrative support and cover as required within the busy office environment, working as part of the business processes and administration team.

Other Information

This post is designated as a casual car user.

This post is not Politically restricted

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	<p>Qualifications/Professional membership</p> <ul style="list-style-type: none"> • Educated to at least NVQ Level 3 or equivalent experience in a similar role • ECDL or relevant IT Qualification or equivalent experience in a similar role 	A A
 	<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Experience of working in administration / support role, including for internal and external audits • Proficient in the use of Office 365, especially Excel • Demonstratable knowledge and understanding of contract compliance • Proven experience of promoting and marketing service offer, in particular digital formats • A good working knowledge of GDPR legislation • Substantial experience of providing a good quality customer service working with internal and external customers in order to provide a good quality service 	A/I A/I A/I A/I A/I A/I A/I
	<p>Skills</p> <ul style="list-style-type: none"> • Effective interpersonal skills; listening, verbal and written communication skills with colleagues, across services and with external Partners • Attention to detail • Ability to present data that are accurate, well presented and easy to use for the purpose and audience intended • Demonstratable IT skills to support the development and delivery of quality systems, including digital formats 	A/I A/I A/I A/I

	<ul style="list-style-type: none">• Flexibility to undertake several areas of work to ensure priorities and deadlines for the Service area and wider team are met• Ability to plan, organise and prioritise workload to meet deadlines	A/I A/I
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*If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview. This scheme will also apply to Care Leavers and Armed Forces/Veterans.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job Centre Plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting
Talent & Resourcing Team 01785 278300