

GENERIC ROLE PROFILE

Title: Project Support Officer, (Leisure, Play, Health & Wellbeing)

PROFESSIONAL / TECHNICAL JOB FAMILY: PTA

This generic role profile is the contractual element to which your post has been assigned and sets out the indicative range of responsibilities that may be expected of you at this job family level.

To provide specialist technical knowledge and expertise to support the delivery of a high quality customer service and ensure the council can meet its relevant statutory obligations in accordance with relevant legislation, codes of practice and other regulatory requirements.

INDICATIVE WORK ACTIVITIES

1. Provide specialist technical advice and support both internally and externally referring particularly complex or risky issues to managers or senior colleagues.
2. Provide relevant technical assistance and expertise in relation to the delivery of a high-quality customer service within a specialist area of the council.
3. Contribute to the review and updating of relevant service specific policies and procedures.
4. Represent the council both internally and externally as part of your work.
5. Fulfil the work schedule and key performance targets set for your role and team, including the management and delivery of a related caseload of work.
6. Contribute to specific project work, including the associated fundraising, budget, oversight, procurement and purchasing.
7. Demonstrate strong customer focus when contributing to both internal and external partnerships relevant to your work.
8. Recognise opportunities for doing things more efficiently and then assist with the embedding of process and performance improvement.
9. Research, report and analyse performance management information to make useful recommendations for process and performance improvements.
10. Where necessary, contribute effectively to a team of people to deliver a project.
11. Ensure that the use of technology is maximised to enhance quality and efficiency of service provision.

12. Retain technical or professional membership or licence (where relevant) work to its codes and participate in learning that will help you perform your role successfully and the wider team meet the standards expected.
13. Provide a service link to other similar professionals across the council to ensure a corporate approach is maintained.
14. Participate in all required learning and development activities that will help you perform your role successfully and to the standards expected.

TASK SPECIFICS Project Support Officer (Leisure, Play, Health & Wellbeing)

The 'task specifics' is the non contractual element that your post has been assigned to and is a more detailed description of day-to-day activity which will be reviewed in line with PDR objectives and can change when priorities change.

JE Reference	tbc
Purpose	
To primarily assist in the development and delivery of a programme of priority projects aligned to the Worcester Play Plan and secondary projects/activities to promote Leisure, Health & Wellbeing opportunities in the City.	
Service to Customers	
<ol style="list-style-type: none"> 1. Assist and support the Lead Commissioner (Leisure, Play, Health & Wellbeing) in the delivery of the Worcester Play Plan and other leisure, health & wellbeing projects and activities. 2. Support the development of the Worcester Play Plan priority projects. 3. Support the procurement and contract management of individual Play Projects. 4. Support with the maintenance requirements and planning for the existing portfolio of 45 Play Areas across the city. 5. Contribute to the preparation of technical reports, committee reports and communications material. 6. Assist in the engagement with children, young people, schools and communities to consult on play proposals, as directed by Lead Commissioner. 7. Undertake active travel to locations to test the user experience on active travel routes to existing and proposed Play Areas around the city. 8. Help promote the Worcester Play Plan and work across services to encourage a collaborative and timely approach to delivery. 9. Assist in the development of new and existing multi-agency partnerships. 10. Work with and support partner agencies to identify, map and promote play opportunities. 11. Support community interest groups and identified user groups to engage with the Council on its play proposals. 12. Organise workshops, events, webinars and face to face consultation with businesses, stakeholders and schools to increase participation in play activities. 13. Assist the Lead Commissioner in the support to council services associated with the councils' policies & strategies, promote continual improvement and good working practice. 14. Undertake research, analysis, policy development and benchmarking work, to support policy changes and compliance requirements. 15. Support qualitative and quantitative research using both primary and secondary methods across a range of service areas and themes. 16. To support the monitoring of feedback and complaints, and information requests (Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests) 	

Business Improvement/planning responsibility

1. Develop project plans for individual play projects.
2. Identify areas for improvement.

Colleagues, Self and Partners & Nature of Contacts (Internal/External)

Contact	Frequency	Nature of contact
Elected Members / Committees	Monthly	Conduct research, organise meetings, provide support/guidance, provide reports, respond to enquiries.
Corporate Leadership Team	Occasionally	Provide reports.
Corporate Management Team	Occasionally	Provide reports.
Council Officers	Daily	Work on projects relevant to the role.
Shared Services	Occasionally	Project work relevant to the role.
Other Councils	Occasionally	Liaison on best practice, sharing knowledge and potentially joint projects.
Key Stakeholders incl. LGO, local businesses, education providers and other Public Sector/ Voluntary Organisations	Regularly	Public consultations, council events, working groups, Project delivery, research.
General Public	Regularly	Consultation and project delivery.

Managing Resources (people, equipment, buildings)

N/A

Procedural Context

1. Worcester City Council Business and City Plan - General understanding of the strategic direction of the Council, promoting its principles in the delivery of services, policy, and projects
2. Procedural Context of the Worcester Play Plan
3. Freedom of Information Act 2000 – Assisting in responding to all requests to council.
4. Complaints Policy – Assisting in responding to relevant complaints, ensuring compliance with our policy.

Key Facts and Figures

N/A

Knowledge and Skills

1. Educated to NVQ level 3 or equivalent or have appropriate work experience.
2. Committed to the delivery of Leisure, Play, Health & Wellbeing initiatives.
3. Experienced at working as part of a team and delivering objectives within set deadlines.
4. Confident in managing stakeholders and working with senior colleagues.

5. Excellent written and verbal communication skills, with the ability to adapt communication style as necessary to suit differing audiences.
6. Computer literate and a thorough working knowledge of Microsoft office 365 & MS Teams.
7. Good time management and personal organisation skills, with the ability to multi-task effectively across a varied workload and still maintain accuracy and attention to detail.
8. To have the ability to work on your own initiative.
9. Strong analytical skills and ability to use IT systems to produce tables and charts to show key findings.
- 10.Desirable: Knowledge and experience in project management across multiple services.
- 11.Desirable: Knowledge and understanding of procurement and contract management.
- 12.Committed to excellence.

Behaviours

1. Work to the Councils values.
2. Aware of the Councils safeguarding policy and how to report any concerns.
3. Aware of the Councils Health and Safety policy and committed to safe working practices.