

JOB SUMMARY

Post Title	<i>Start for Life & Family Hub Project Officer</i>						
Job Family	<i>Business Support</i>	Pay Range	<i>8</i>	Line Manager to others?	<i>No</i>	Role profile ref	<i>BS08</i>
Service Area	<i>Children and Families</i>						
Line Manager	<i>Service Manager – Early Help & Family Hubs</i>						
Location	Working from County Hall, Council facilities and home						

Job Purpose

To support in the co-ordination and delivery of the Start for Life and Family Hub programme by working alongside the Service Manager for Early Help and Family Hubs and the partners leading on key aspects of the programme.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- To ensure that the Start for Life and Family Hub programme documentation is completed and submitted within the designated timescales. This includes working with partners to ensure that their submissions are present.
- To support the development of the Early Help Service and Supporting Families Programme.
- To maintain a project plan, co-ordinating activities and record developments at key stages of the projects to keep within timeframes for implementation adhering to project governance requirements.
- To share updates within the projects, to escalate to governance boards accurately maintaining project documents in line with local expectations.
- Engage, communicate and support professionals and partners who would be affected by the project and ensure the most effective process to improve service delivery.
- Actively engage with stakeholders to share knowledge and identify the most effective process changes to improve service delivery.
- To work with the Children Services Resource Team, Early Help and the wider service to imbed scope within the projects.
- To minute take and attend meetings relevant to the Early Help and Family Hub development work.

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Practical experience within the relevant working environment.	Experience of providing advice and guidance to project board, following governance to ensure the latest developments within the service / programme are communicated effectively. To assess and maintain records showing sustainability, including embedding change and supplying information for KPIS.	E	

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Extensive working knowledge of relevant processes and systems	Good working knowledge / experience of the operation of systems and databases, and experience of working with other relevant agencies. Knowledge of specific council systems such as PARIS and ICS/ESCR.	E	D
Considerable knowledge of the service provided in own area.	Able to act as the first point of contact for enquiries, some of which may be complex or contentious, from staff members and other agencies.	E	
Strong ICT skills including use of Microsoft applications.	Good knowledge of MS Office applications, and sufficiently skilled in the use of databases so to support the Early Help Analyst. Good coordination and technical skills so to demonstrate and ensure the appropriate use of information and systems across multi-agency partners.	E	
Good verbal and written communication skills with the ability to explain information in a way that a non-specialist can understand.	Previous experience of arranging meetings and appointments with internal and external invitees/agencies. Previous experience of minuting and setting up complex and sensitive meetings, including booking rooms, preparing agendas, other papers and taking minutes.	E	
Good planning and organisational skills	The ability to keep up to date with the projects and communicate these effectively.	E	
Numerate and accurate with attention to detail.	Proven ability to develop and maintain effective and secure filing systems, both manual and computerised, in accordance within GDPR guidelines. Able to evidence strong minute taking skills.	E	
Understanding of how to communicate with service users appropriately.	Previous experience in answering calls from multiple agencies and analysing confidential information.	E	
Proven ability to prioritise workloads and achieve deadlines (both by self and with others).	Able to demonstrate the ability to prioritise workloads.	E	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Educated to level 3/4 qualification standard or able to demonstrate equivalent experience.	NVQ 4 in Business Administration or equivalent qualification or experience	E	
RSA III (Word Processing) or equivalent professional qualification may be required.			D
May require relevant certifications including evidence of fluency in English language.		E	
Other Requirements:			

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- To develop coordinated systems and processes that support the programme and link with the rest of the directorate's system wide approach.
- Be responsible for the identification of own training needs and develop a systematic approach to meet these needs.
- To work in a strengths-based way.
- May be required to carry out additional duties as commensurate with the role and grade.