

Job Description

Post Title:	Project Support Officer (Health and Communities)
Directorate:	Employment, Skills, Health and Communities
Reports to:	Senior Delivery Manager – Healthy Communities & Mental Wellbeing
Direct Reports:	0
Salary Band:	SP25 – SP29
Key Relationships:	Health and Communities Team

Role Purpose

To provide a high standard of support across various health projects, including stakeholder engagement, communication, and events, supporting the Senior Delivery Manager and Senior Policy Officers in the Health and Communities team with support on research, planning, delivery and evaluation.

The role will provide comprehensive project support by using project management tools, guidance, and advice. The postholder will support in coordinating project plans and reports, supporting business cases and ensuring compliance with internal and external processes and procedures. Work will be of a high standard, contributing to the development of a range of projects across the health programme.

Responsibilities

- To monitor progress of projects, supporting delivery where necessary in line with the project specification and timelines.
- To support a range of projects as directed by the Health Senior Management Team involving research project management, data management and liaising with stakeholders internally and externally.
- To support developing documentation in accordance with processes including but not limited to project plans, resource plans, reports, meeting agendas and minutes and our SharePoint project site.
- To provide team-wide support for risk register management.

- To support and coordinate stakeholder meetings.
- To support Senior Delivery Managers and/or Senior Policy Officers, as required.
- To support all aspects of the portfolio – via project planning and delivery, policy and insight, evaluation and stakeholder management.
- To develop, implement and maintain project processes, business cases, workflow documents, business processes and systems, ensuring that project aims, and objectives are met and evidenced.
- To work with and develop a strong working relationship with the Senior Delivery Managers and Senior Policy Officers within Health and Communities team.
- Help develop a database and work with relevant internal departments and external businesses on a customer relationship management (CRM) system.
- Management of project budgets, including verification and authorisation of costs, monitoring, cash flow reviews and reconciliation to grant funders.
- To support the Senior Delivery Managers in developing plans and process maps, as required.
- To monitor the profiling project targets and milestones and track activity against targets, flagging any risks and issues with Senior Delivery Managers.
- To support the delivery of conferences, speaking opportunities, taskforces and events as required.
- To support the delivery of work and projects in line with the team and Directorate's established approach and plans.

Person Specification

<i>Please specify (X) whether the experience required is Essential (E) or Desirable (D)</i>			Assessment Method		
Experience	E	D	App*	Int**	Other***
Experience in working effectively with stakeholders to achieve a shared goal	X		X	X	
Experience of supporting projects	X		X	X	
Experience of demonstrable stakeholder management background/experience	X		X	X	
Experience managing multiple priorities under pressure, trouble-shooting, and meeting short- and long-term deadlines	X		X	X	
Skills/Knowledge/Abilities	E	D	App	Int	Other
Aptitude for Project Management including measurement of performance and compliance	X		X	X	
Good understanding of key performance indicator management	X		X	X	
Good understanding of public health and health indicators		X	X	X	
Strong attention to detail	X		X		

Able to communicate effectively with both internal and external customers	X		X	X	
Strong Excel skills and proficiency in other MS Office applications	X		X		
Strong analytical and problem-solving skills	X		X	X	
Effective time management and the ability to work independently as well as a member of a cross-functional team	X		X	X	
Qualifications/ Professional Memberships	E	D	App	Int	Other
Minimum A Level standard qualification or equivalent	X		X		
PRINCE II qualification		X	X		

* Application

** Interview

*** Details will be shared at interview stage

Core Expectations

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
Collaborative	Team Focused	Works as part of team, managing and leading.
	Service Driven	Customer, resident and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Health and Safety

All employees have a duty to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health and safety.

Equality and Diversity

To promote and champion equality and diversity in all aspects of the role

Learning and Development

To participate in and take responsibility of any learning and development required to carry out this role effectively.

Performance Management

To actively engage in the performance management process and take responsibility for managing performance outcomes.

GDPR (General Data Protection Regulation)

To ensure the reasonable and proportionate protection, processing, sharing and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.

Other

There may be a requirement to work outside normal office hours on occasion to meet work deadlines, give presentations, attend meetings etc., including a requirement to work within stakeholder and partner offices within the WMCA Constituent area on a regular basis