

Job Description

Post Title:	Project Support Officer (Regional Careers Hub)
Directorate:	Employment, Skills Health and Communities
Reports to:	Delivery Manager (WMCA Career Hubs)
Direct Reports:	0
Salary Band:	SP24-SP28

Role Purpose

The purpose of the WMCA Careers Hub is to provide young people with a world-class careers education system by increasing support for schools and colleges from employers, increasing coordination of careers provision in schools and colleges, and helping every young person access the information, skills, and experiences they need to make an informed decision about their future.

The Regional Project Support Officer role enables the WMCA Careers Hub to report accurately and timely on the delivery of The Careers & Enterprise Company (CEC) programme and provide a comprehensive programme management service by using programme management tools, guidance and advice so project/programme performance data and progress reports, for both internal monitoring purposes and external progress reporting purposes, are of a high standard and are published at the appropriate time, maintain and contribute to the development of the systems used. This includes programmes that are commissioned by the WMCA and/or delivered by the WMCA as part of Careers Hub Delivery.

They will work as a key team member within the WMCA Careers Hub team to support with their relationships with schools and businesses in the local area.

Responsibilities

Performance Management of Project, Project Oversight and Delivery

- To work towards a defined KPI framework for allocated projects.
- Supporting the wider hub work with delivery of project work that supports our priorities and objectives.
- Presenting quarterly presentations to the WMCA Careers Hub Senior Team and complete monthly reports.
- Promoting a high quality and minimal error ethos in the team

- Providing administrative support to the team for defined projects and meeting support.
- Liaising with key staff in schools/colleges to book appointments / provide updates / share resources.
- To engage businesses, employers, and wider education business link organisations in the work of the Careers Hub.
- To support with collation and reporting of project data, evaluating, sharing key learning and examples of best practice from key project work.
- Organising network meetings, training and other events associated with their project's remit
- Attending CEC national and local training as needed.
- Perform other related duties as assigned, aligned to the scope and level of the role.

Relationships and Stakeholder Management

Regional Project Officers develop and maintain professional relationships with internal stakeholders as well as with employers and wider Employer organisations.

- Engages with the wider hub team to create newsletters, support development of written and visual content/collateral/media.
- Builds strong relationships through regular meetings with key strategic stakeholders, to understand regional skills needs and funding landscape.
- Engages and maintain strong relationship with the wider directorate in line with established procedures.
- Maintains strong relationships with providers of other funded services in the WMCA Careers Hub Region, to ensure no duplication, and integrated delivery.
- Support the Delivery Manager Careers Hubs with process of collating data and spend for quarterly claim returns.
- Prepares and delivers presentations at partner events to promote the service.
- Identifies strategic partner and employer requirements and oversees the planning and engagement process.

Quality and Continuous Improvement

Regional Project Officers are responsible for the continuous improvement at the team level and contribution of continuous improvement at the organisational level.

- Ensures high quality customer service by timely recording of queries and emails, and responses to queries.
- Collects and analyses feedback in line with hub processes.
- Promotes the importance continuous improvement to the team.

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 of working in a target driven environment	X		X	X	
Experience of managing projects, from implementation through to delivery	X		X	X	
Understanding of recognised Project Management techniques	X			X	
Experienced in office administration with strong customer service skills.	X		X	X	
Proactive, with the ability to work independently, prioritising a busy workload and many contacts.	X				
Experience of Publicly funded contracts & OFSTED standards (where applicable)		X	X	X	
Experience of similar programmes, including (but not limited to) Apprenticeships, Skills Support for the Workforce, Growth Hub, commercially funded training		X	X		
Skills/Knowledge/Abilities	E	D	App	Int	Other
An excellent knowledge of programme management and reporting processes, including risk and financial monitoring	X		X	X	
Strong analytical skills with a high attention to detail.	X		X	X	
Strong communication and interpersonal skills, with the ability to build relationships with a variety of stakeholders at all levels, internally and externally. Able to use written and verbal briefings to convey complex information succinctly	X			X	
Strong interpersonal and organisational skills and an ability to work under pressure, able to deal with differing demands of funders (Government departments) and project delivery organisations.	X			X	
Self-motivated and able to perform at a high standards within one's own knowledge and experience whilst seeking to develop knowledge and experience.	X			X	
Exhibit a high degree of proactivity and creative thinking when faced with challenges requiring resolution		X		X	
Technical skills include the ability to use technology to deliver results and knowledge of the sector		X		X	
Personal interests include interest in career and self-development.		X	X	X	
Qualifications/ Professional Memberships	E	D	App	Int	Other
A minimum of 2 A-Levels or an equivalent Level 3 Diploma.		X	X		
GCSE English Language at a minimum of a Grade B (or equivalent Level 2 qualification).	X		X		
CIPS, Prince2 or a recognised project management 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