**Job Description**

# Section A: Job Profile

*The job profile outlines key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.*

## Job Details

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| Job Title: | Business and Programme Support Officer |
| Salary: | £31,537 - £34,434pro rata |
| Grade: | Grade 8 |
| Hours: | 37 per week. We are open to discussions about flexible working. |
| Team: | Business Support Service Team (Directors’ Office) |
| Service Area: | Business Support Service |
| Primary Location: | County Hall, Oxford OX1 1ND  We support Hybrid working |
| Budget responsibility: | N/A |
| Responsible to: | Business Support Service Team Leader (Directors Office) |
| Responsible for: |  |
| Political Restricted Post: | No |

## Job Purpose

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| To enable and support the successful delivery of the South East ADASS regional work programme.  You will provide self-directed and proactive, confidential (when needed), professional business and programme support to the South East ADASS team delivering the regional programme on behalf of South East Directors of Adult Social Services, made up of Directors of Adult Social Services, the regional chairs, the regional programme director and lead and the regional professional networks. You will be responsible for planning and managing small projects. |

## Job Responsibilities

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| This is a list of the main duties or tasks that the post holder will be expected to undertake   * Provide effective and efficient day to day business and programme support, confidential (when needed), to the South East ADASS Directors of Adult Social Services regional chairs, the Directors across the region in relation to the regional work programme, the regional programme director and lead and the regional networks. * Work proactively, independently, virtually, confidently, flexibly and in close partnership with the Directors of Adult Social Services, regional chairs and the regional programme team. * Communicate with and develop positive and effective working relationships with partners and stakeholders, such as Dept. of Health and Social Care, NHS, Local Government Association and ADASS senior partners, senior local authority managers, key programme contacts in order to provide programme related information relative to progress, whilst ensuring continuous sharing of information across different stakeholders of the programme. * Responsible for planning and managing small projects. * Coordinate, plan and assist in the development and staging of a variety of events, including meetings, seminars and briefings, including supporting with action notes/minutes of key meetings where required. * Any other duties as may be deemed necessary to carry out the full remit of the role |

# Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

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| Main Tasks |
| * Document and support the work programme for the region (including highlight reports) working across the team and networks, managing time, planning work, keeping records up to date and monitoring and meeting deadlines, priorities, and targets, demonstrating emerging project management and task management skills. * Coordinate the network membership, contact lists, website updates, and lead on communication with the members of the SE ADASS networks made up of senior managers from the SE Local Authorities. * Coordinate agenda, notes, action logs and communications for the SE ADASS Branch and Executive meetings, the team meeting, the SE ADASS meeting with partners, and any other meetings as required. * Budget monitoring and support planning available resources. * Financial processing including e-procurement, of purchase orders, invoices, receipting of goods and recharges working with all SE ADASS Local Authorities and partners. * Ensure an effective logging, monitoring and tracking system enables completion of deadlines to be met on tasks and preparation for forthcoming meetings. * Produce documents, presentations, reports, and spreadsheets etc. using MS Office. * Managing diaries, monitoring the team’s shared inbox, arranging meetings and seminars including taking minutes where appropriate and preparing papers for meetings. * Provide a professional first point of contact for staff, visitors, and the public, ensuring excellent levels of customer service always. * To handle sensitive information in a confidential and tactful manner. * To understand the core business of the SE ADASS team and contribute to its development and delivery demonstrating appropriate political awareness. |

# Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe ‘the way we do things here’ so that we deliver great services for our residents. Our values are:

* Always learning
* Be kind and care
* Equality and integrity in all we do
* Taking responsibility
* Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

# Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have in order to perform the job. The selection criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4). The criteria are aligned to our [corporate values](https://www.oxfordshire.gov.uk/council/about-your-council/working-oxfordshire-county-council/county-council-values).

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below. You will be expected to address each point separately and in the order listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

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| Essential Criteria | Assessed By: |
| A Levels or equivalent qualification(s) with English and Maths at GCE level (or equivalent standard of education) or comparable ability. | A&D |
| Equivalent experience of working in a similar environment, such as working in a local government environment. | A&I |
| Proven experience and track record of successfully providing professional business and/or project support at a senior level. | A&I |
| Experience of working independently and as part of a team with an ability to be proactive and find solutions, make decisions, and exercise initiative independently. | A&I |
| Experience of working in a fast paced, innovative work environment whilst remaining objective, professional, and calm. | A&I |
| High level of written and oral communication and planning skills. | A&I |
| Highly developed communications and interpersonal skills to confidently interact with a wide range of partners and stakeholders at all levels to create and maintain effective internal and external working relationships. | A&I |
| Strong numeracy skills to understand and support the development of budget monitoring, financial reports and for financial processing. | A&I |
| Strong problem-solving skills with a focus on efficiency and with the ability to anticipate problems and resolve issues. | A&I |
| Excellent judgement in dealing with matters in a prompt and effective manner. | A&I |
| The ability to display resilience, flexibility and adaptability when working under pressure including meeting unpredictable deadlines and dealing with conflicting priorities. | A&I |
| High level IT skills and an ability to use a range of software packages including MS Office, i.e. Word, Excel, PowerPoint, Outlook including electronic diary management and adept and proactive at picking up new technology skills quickly. | A&T |
| Methodical and organised approach to tasks, with an eye for detail. | A&I |
| An understanding of the need to share information with consent | A&I |
| Show political awareness | A&I |
| Able to demonstrate that they work in line with Oxfordshire County Council’s values: Always learning; Be kind and care; Equality and integrity in all we do; Taking responsibility and Daring to do it differently | A&I |
| Desirable Criteria | Assessed By: |
| NVQ 3 or higher in office skills or administration | A&D |
| Experience of working as a competent member of a team, ideally in a project support role or equivalent | A&I |
| Previous experience in and an understanding of adult social care | A&I |

**Section C: Pre-employment checks**

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| All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)  Additional pre employment checks specific to this role include:   |  |  | | --- | --- | | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) | | Enhanced Disclosure and Barring Service check with Children’s Barred List | Enhanced Disclosure and Barring Service check with Adults Barred List | | Standard Disclosure and Barring Service check | Basic Disclosure where the post holder will have access to sensitive or personal information about children | | Disqualification for Caring for Children (Education) | Overseas Criminal Record Checks | | Prohibition from Teaching | Professional Registration | | Non police personnel vetting | Disqualification from Caring | | Other (please specify): |  | |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

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| Health & Safety at Work | | |
| You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy. | | |
| The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). | | |
| Provision of personal care on a regular basis | | Driving HGV or LGV for work |
| Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes) |
| Working at height/ using ladders on a regular/ repetitive basis | | x Restricted postural change – prolonged sitting |
| Lone working on a regular basis | | Restricted postural change – prolonged standing |
| Night work | | Regular/repetitive bending/ squatting/ kneeling/crouching |
| Rotating shift work | | Manual cleaning/ domestic duties |
| Working on/ or near a road | | Regular work outdoors |
| x Significant use of computers (display screen equipment) | | Work with vulnerable children or vulnerable adults |
| Undertaking repetitive tasks | | Working with challenging behaviours |
| Continual telephone use (call centres) | | Regular work with skin irritants/ allergens |
| Work requiring hearing protection (exposure to noise above action levels) | | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| Work requiring respirators or masks | | Work with vibrating tools/ machinery |
| Work involving food handling | | Work with waste, refuse |
| Potential exposure to blood or bodily fluids | | Face-to-face contact with members of the public |
| Other (please specify): |  | |

**Agile Working**

All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs.  Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.