

**PROJECT SUPPORT OFFICER**

**Role Profile**

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| **Job Title:** | School Readiness Project Officer  | **Date:** | 04/02/2020 |
| **Reporting Line:** | School Readiness Project Manager  | **Job Level:** | Grade 6 |
| **Team:** | Public Service Reform  | **Business Area:** | Public Service Reform |

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| JOB PURPOSE |
| The post holder will contribute to delivery of the aims and objectives of the Public Service Reform team through the provision of a high quality business and project support that is flexible and timely, with a specific focus on work within the School Readiness programme. The School Readiness programme aims to ensure that every child in Greater Manchester has the best start in life. This means that every child grows up in an environment that nurtures their development, derives safety and security from their parents/care givers, accesses high quality early years services and starts school ready to learn. We know that to build a healthier, more productive and more equal society we need to focus our investment on the early years. This is an opportunity to be part of an exciting and innovative programme of work that aims to truly improve the lives of children in Greater Manchester.  |

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| **KEY RELATIONSHIPS** |
| * Liaising with internal and external customer groups and strategic partners including local authorities, the Greater Manchester Health and Social Care Partnership and private, voluntary and community sector organisations.
* Senior managers and staff within GMCA and localities, including Early Years leads, the School Readiness Project Manager and wider colleagues within the Public Service Reform team.
* Residents and residents groups within Greater Manchester.
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| **KEY RESPONSIBILITIES**  |
| 1. Provide flexible administrative and project support across the full range of GM School readiness programme activities and other pieces of work within the Public Service Reform team as necessary.
2. Arrange and support relevant governance and project sub-groups, including maintaining forward plans, arranging meetings, coordinating agendas, taking minutes and planning and delivering workshops.
3. Assist and support the development of programme documentation including risk registers, delivery and finance plans.
4. Organise and support meetings and events as requested involving internal colleagues and high-level stakeholders.
5. Support delivery of the programme’s communication and engagement strategy, through collating key information and updates from partners, editing and writing communications and planning and delivering partnership events.
6. Maintain and develop effective administration processes to meet the changing demands of the organisation and contractual agreements.
7. Draft and prepare reports, presentations and communications material for a range of GM stakeholders, tailored appropriately for the audience.
8. Cultivate and maintain positive relationships and engagement with all stakeholders and working collaboratively across GMCA, the Health and Social Care Partnership and wider partner organisations.
9. Deputise for the Project Manager at meetings as required and report back accordingly.
10. Raise purchase orders and requisitions and process payment of invoices in a timely manner.
11. Maintain and store data and documentation appropriately and in line with the General Data Protection Regulations (GDPR).
12. Work flexibly and support other organisational priorities as necessary.
13. Demonstrate a personal commitment to continuous self-development and service improvement.
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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |
| **Skills/Experience*** **Project Management:** Experience of working within structured projects that work within a recognised project methodology e.g. Prince2. Experience of formal project management documents and tools.
* **Communication Skills:** Well developed influencing and persuasive skills and ability to offer a persuasive argument both with internal and external stakeholders in order to achieve key milestones whilst retaining a positive attitude and relationship. Experience of presenting and event facilitation is desirable but not essential.
* **Relationships and collaborative working:** Proven ability in managing relationships with project stakeholders at all levels of seniority through effective communication.
* **Organisation:** Proven experience of contributing to projects across multiple organisations/stakeholder groups.
* Experience of working with a range of stakeholders to deliver a project’s vision and goals.
* Good time management skills and ability to prioritise to meet stakeholder and business needs
* A positive outlook and flexible approach with an ability to respond to the needs and requirements of the project in a fast-paced environment.
* Experience of drafting or writing communications material such as web content or newsletters would be desirable.

**Qualifications/Training*** Educated to at least degree level, or demonstration of significant experience and a relevant qualification to the duties of the post.
* Training in use of Microsoft applications, including Word, PowerPoint, Excel and Outlook.
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