

**PROJECT & POLICY SUPPORT OFFICER (WORK AND SKILLS)**

**Role Profile**

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| **Job Title:** | Project & Policy Support Officer | **Date:** | May 2021 |
| **Reporting Line:** | Senior Principal Skills Manager | **Job Level:** | Grade 6 |
| **Team:** | Education, Skills & Work Directorate  | **Business Area:** | Policy & Strategy |

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| JOB PURPOSE |
| The post holder will contribute to delivery of the goals of the GMCA Work & Skills Directorate through the provision of high-quality project, programme and policy support that is flexible and timely, specifically supporting the cross-cutting nature of the directorate as well as supporting thematic policy areas.  |

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| **KEY RELATIONSHIPS** |
| * Liaising with internal and external customer groups and strategic partners including local authorities, schools, the Greater Manchester Learning Provider Network, FE colleges, HE, training providers, JCP,Health and Social Care Partnership, and private, voluntary and community sector organisations.
* Senior managers and staff within GMCA and localities as well as other public sector organisations such as the Department for Work and Pensions, DfE and other key stakeholders.
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| **KEY RESPONSIBILITIES**  |
| 1. To provide high quality, flexible project and programme level support across the full range of the Work and Skills Directorate including but not limited to devolved Adult Education Budget initiatives, Bridge GM, Apprenticeships and Technical Education, Working Well / Work and Health Programme, and the GM Work and Skills Strategy.
2. Provide support to the implementation of the Directorate’s work plan, monitoring key work streams and deadlines associated with GMCA’s forward plan.
3. Develop and manage project plans of newly commissioned projects and programmes including developing detailed project plans, risk registers and GANTT charts and working with colleagues across GMCA including Information Governance and Legal to ensure all processes are adhered to.
4. To manage key aspects of projects and policy from conception and development to final implementation / handover to relevant team within the Directorate, including financial and legal aspects , information governance and governance processes.
5. Support delivery of the Directorate’s communication and engagement strategies including project specific communications, through collating key information and updates from partners, editing and writing communications and planning and delivering partnership events.
6. Be responsible for keeping track of national policy developments, Government reports and research/data publications in relation to education, work and skills and producing information for internal and external colleagues on the impact of such policy developments/changes on Greater Manchester
7. Effectively manage queries and correspondence, both written and verbal from a wide range of internal and external customers.
8. Effectively manage the Directorate’s social media channels including Twitter and LinkedIn
9. Develop and improve effective administration processes to meet the changing demands of the organisation and contractual agreements.
10. Build and manage effective relationships, working collaboratively across GMCA and key partners / stakeholders, including key project delivery partners.
11. Maintain and store data and documentation appropriately and in line with the General Data Protection Regulations (GDPR).
12. Personal commitment to continuous self-development and service improvement.
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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |
| **Experience:*** Providing high quality project planning and management skills and policy support within a team environment.
* Drafting or writing communications material such as web content or newsletters.
* Delivering to deadlines.
* Adapting to changing priorities.
* Undertaking financial administration tasks and recording expenditure.
* Understanding of Local Government and / or other public sector organisations

**Skills:*** Strong planning and organisational skills, and the ability to multi-task.
* Knowledge of project planning and management and delivery principles.
* Excellent written and verbal communication skills, with good standards of accuracy and attention to detail.
* Ability to convey messages in a clear and compelling way, tailoring content according to the audience.
* Ability to exercise initiative and work achieve objectives with minimum supervision.
* Ability to work effectively as part of a team.
* Ability to work to deadlines and to be flexible to changing priorities.
* Excellent people skills with demonstrated ability to work with a wider variety of individuals and groups both in person and remotely.
* Ability to manage own workload and take part in continuous professional development activities to improve own learning.
* Evidence of previous commitment to learning and/or employment.
* Ability to use a range of Microsoft office applications, including word, power point, excel and outlook.
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