

Project Support Officer

Role Profile

Service: Regulatory Services – Place Directorate
Band: Band 5
Reporting to: Team Leader (Service Development & Pest Control - Regulatory Services)
Responsible for: No direct reports



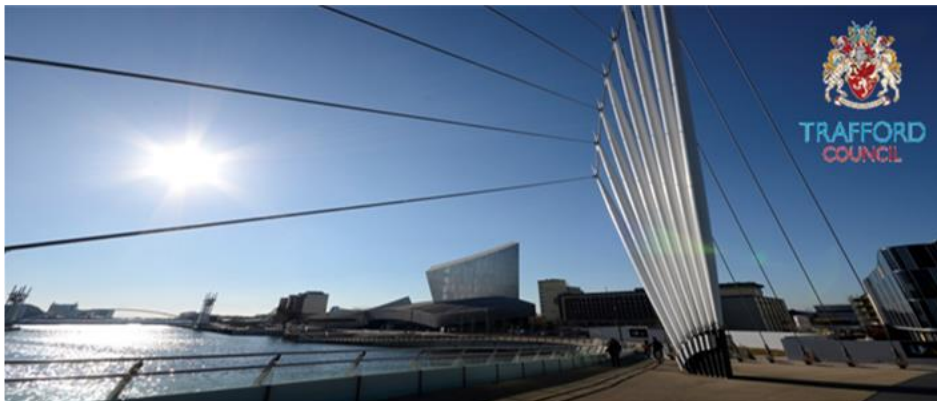
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities prosper

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

The Regulatory Services Team within Trafford Council works towards providing a safe, clean and healthy environment for the people of Trafford. Regulatory Services is responsible for a range of statutory and enforcement services, including for example, pollution control, housing standards, pest control, animal health and welfare, trading standards, licensing, enforcement support etc. The team also provides specialist professional advice and acts as a key statutory consultee to other Council services.

Your Main Priorities

- Providing practical and comprehensive project support and assistance to the Team Leader and Service Systems Implementation Team Project Manager with the administration of the software system used by many teams within Regulatory Services, which is being upgraded.
- Working collaboratively with colleagues across Regulatory Services and the Council's IT team to support the successful upgrade of the Cx system to ensure a highly effective service.
- Co-ordinating data gathering for reporting, data cleansing and preparing key document templates for migration to the new system.

Key duties

- Providing effective and efficient project management support to the Service Systems Implementation Project Manager and Project Team to deliver a successful and on-time implementation and configuration of a replacement management information system.
- Supporting on project planning and supporting teams to contribute to continuous improvement in service delivery, project delivery and monitoring of systems.

- Undertaking a variety of high level, complex IT based tasks to provide accurate project and administrative support; including using the management information system to export data to Excel, identifying records with missing or erroneous data, and identifying records and linked documents needing disposal.
- Supporting the Service Systems Implementation Project Manager with preparing progress updates. Collating information and maintaining project files and compiling data and statistical records, including the creation and management of spreadsheets, to be used in reporting risks/issues and monitoring progress.
- Supporting the Project Team with updating records in preparation for data migration, including the creation of word documents and mail merge templates, and assisting other system users to run reports.
- Working with the Project Team to support the full range of project/administrative procedures and financial transactions required, including resolving complex queries and issues.
- Dealing with complex queries and requests, and offering a professional service by recording the details of the enquiries and handling them in a timely and appropriate manner, or escalating/reporting concerns to the Service Systems Implementation Project Manager as needed.
- Attending meetings and providing professional business support, including the preparation of documents/information beforehand and recording meeting notes and/or action points.
- Carrying out any other duties commensurate with the grade of the post as required from time to time by the needs of the service.

About You

Qualifications and Professional Development

- Recognised Level 4 qualification, data technician/analyst qualification, or equivalent on the job training
- Willingness to undertake training on using the Civica system (provided on specified dates within the first few weeks of employment)
- Willingness and commitment to undertake continuous personal and professional development

Experience and Knowledge

- Previous experience of working in a similar environment using administration/IT systems and processes in a large organisation
- Experience of supporting on work projects, using project/administrative procedures and carrying financial transactions as needed (e.g. raising purchase orders) to support managers with resource and budget control
- Experience of planning and co-ordinating working groups/meetings and activities needed to support progression of projects

- Experience and working knowledge a range of IT systems and software packages (e.g. Microsoft Excel or PowerBI, Word, Outlook, Teams, PowerPoint) in order to collect, maintain, analyse and cleanse data
- Experience of researching, selecting, analysing, and presenting information to support decision-making
- Experience of demonstrating, guiding, or advising on standard procedures and processes
- Working knowledge of the requirements of GDPR and Data Protection legislation and an understanding of FOI requests

Skills and abilities

- Strong communication skills (verbal and written), with the ability to present and exchange complicated information to a range of audience in a way that is concise and understandable
- Excellent interpersonal skills and able to build and maintain strong professional relationships with customers, stakeholders and colleagues at all levels
- Strong organisational and time management skills; able to plan, prioritise and manage own workload to produce accurate work within deadlines
- Able to be flexible and adapt plans to meet changing needs of the project/service
- Ability work with minimal supervision; quickly and proactively analysing problems to find appropriate solutions using own initiative
- Able to monitor progress, identify risk/challenges to the project and report concerns to the Service Systems Implementation Project Manager where appropriate
- Strong numerical and analytical skills; able to interpret complex information from a variety of sources, assess confidence in data and its integrity, and present conclusions and ideas to support improvements and long-term solutions

Special Conditions

- Unsocial hours/weekend work may be required immediately prior to the Cx system going 'live'

Date prepared/revised	New role (based on existing Project Support Officer) – 01/12/2023
Prepared/revised by	S Whittaker / K Whalley / R Pollard
Job Evaluation	Existing evaluation (14/07/2023)

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.