

**WORK AND SKILLS SUPPORT OFFICER**

**Role Profile**

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| **Job Title:** | Work and Skills Support Officer | **Date:** | June 2022 |
| **Reporting Line:** |  | **Job Level:** | Grade 5 |
| **Team:** | Work and Skills Team | **Business Area:** | Policy and Strategy |

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| JOB PURPOSE |
| The postholder will contribute to the goals of the GMCA Work and Skills team through the provision of high quality support contributing to the objectives and priorities of a fast moving and dynamic area of work.**Key Role Responsibilities:** To provide overall day to day support to the Work and Skills team through:* Coordinating and making the necessary preparations for meetings with politicians, senior officers and individual local authorities and other stakeholders.
* Supporting the teams work plan, monitoring key work streams and deadlines associated with GMCAs forward plan
* Supporting the management and monitoring of the team’s budget and performance management systems.
* Supporting the implementation and progress of the activities within the wider Adult Skills offer and programme.
* Coordinating the effective deployment of resources to meet the support needs of the team
* Effectively contribute to the monitoring, evaluation and improvement of business support activities and house-keeping protocols that support the needs of the team and wider organisation.
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| **DIMENSIONS** |
| * Liaising with internal and external customer groups and strategic partners;
* Senior Managers and staff within GMCA; Senior Managers and staff from across GM’s public sector and stakeholders/partners.
* A wide range of external partners, including Local Authorities, Government Departments, Universities and Private sector representatives.
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| **KEY RESPONSIBILITIES**  |
| 1. Coordinate, make the necessary preparations for and note taking at meetings with politicians, senior officers and individual local authorities and other stakeholders.
2. Effectively manage requests for support and information, both written and verbal, from team members and external customers.
3. Provide financial administration and support to team members
4. Develop and improve effective administration processes to meet the changing demands of the organisation and contractual agreements.
5. Update and extract information from management information / finance systems accurately and competently as required including the retrieval and collation of reports to support business need.
6. Provide accurate research and analysis support as requested to produce a range of high-quality communications, such as reports and briefing notes, for various audiences and purposes including complex, confidential and sensitive correspondence.
7. Complete all documentation and correspondence accurately and to a high standard in line with procedures and within agreed timescales.
8. Work collaboratively with colleagues and stakeholders to enhance the role and awareness of the Work and Skills team throughout the GMCA.
9. Personal commitment to continuous self-development and service improvement.

NB: The postholder will have the opportunity to further develop their skills, knowledge and behaviors through an apprenticeship programme such as Business Administration or Project Management |

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| **KNOWLEDGE, SKILLS, EXPERIENCE**  |
| **Knowledge and Experience:*** Understanding of Local Government and/or other public sector organisations
* Working in a busy office providing general administrative support and coordinating activities of others
* Producing a range of reports and briefing notes tailored to the required audience
* Financial and budgeting support
* Experience of dealing with a range of office systems and undertaking desktop research to support service delivery
* Working to tight deadlines
* Showing initiative and a positive can do attitude

**Skills:*** **Interpersonal Skills –** Have a positive attitude towards the work of the team. An ability to learn, to communicate clearly, concisely, accurately and in ways that promote understanding.
* **Planning and Organising -** Provide work on time and to required standard, capable of prioritising own workload in order to meet deadlines.
* **Problem Solving and Decision Making -** Ability to interpret rules and guidelines and know when something needs to be referred to supervisor.
* **ICT Skills -** Ability to use multiple applications, systems and associated software packages.
* **Literacy and Numeracy -** Good literacy and numeracy skills to undertake calculations and produce written material.
* **Administrative -** Ability to use and accurately maintain effective administration systems in a rapidly changing environment.
* **Analytical -** Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information. Also able to gather and analyse information, opportunities and problems.
* **Commitment to Equality -** Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.
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