

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>9BF</b>	<b>Role Title</b>	<b>Project Officer</b>
<b>Grade</b>	PS9	<b>Reports to (role title)</b>	<b>Project Manager</b>
		<b>Directorate</b>	<b>Adult Social Care</b>
<b>JE Band</b>	314-370	<b>Service</b>	<b>Policy and Strategy</b>
		<b>Team</b>	
		<b>Date Role Profile was created</b>	<b>Jun-17</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>To deliver change projects to agreed time, quality and budget standards.</p> <p>To ensure robust governance arrangements are in place for all projects.</p> <p>To ensure that projects adhere to statutory and council requirements on equalities, sustainability, health &amp; safety and risk management.</p> <p>Contribute flexibly to the overall requirements of the Directorate to ensure that processes and standards are adhered to.</p> <p>Ensure thorough and effective stakeholder engagement takes place in respect of all projects.</p> <p>Identify the best analytical tools for delivering project outcomes, and research and advise on the feasibility of different policy options.</p>
<b>Work Context</b>	<p>This position is based in the Policy and Strategy service in the Adult Social Care Directorate. The Directorate provides a range of services to vulnerable adults and older people across Surrey.</p> <p>The projects team supports the delivery of agreed changes, and project staff work within multi-disciplinary project teams that can include colleagues from the Directorate and across the council, staff from partner organisations and specialist organisations.</p> <p>Reporting to a Project Manager the role holder will be expected to plan, manage and deliver projects set within a political environment. The team operates a matrix management structure and the role holder may be required to work on a number of different projects at the same time.</p> <p>Project Officers will have a sound understanding of project management principles and practice and of national legislation, guidance and policy in respect of Adult Social Care, with a particular focus on the forthcoming changes to charging and funding policy.</p>
<b>Line management responsibility</b> if applicable	May have responsibility for the management of 1 x S7 Project Assistant.
<b>Budget responsibility</b> if applicable	Indirect influence on budgets.

<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making.</li> <li>Analyse and make recommendations for improvement or development of existing systems, processes or policy.</li> </ul> <p>Customer Service &amp; Support</p> <ul style="list-style-type: none"> <li>Maintain, develop and review systems, processes, procedures and working methods to maximise service quality, efficiency and compliance.</li> <li>Provide specialist/professional advice and recommendations within specific parameters to support informed decision making.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>Plan workloads and secure resources to enable the team/s to achieve a quality service.</li> <li>Lead projects and reviews within a defined area of work as directed by their manager to support and enhance service delivery.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>May assist with budget/resource management in accordance with the council policies and procedures.</li> <li>May have delegated responsibility for a budget(s).</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function.</li> <li>Monitor and support the performance management and development of team members to ensure that individual contributions are maximised.</li> </ul> <p>And/Or</p> <ul style="list-style-type: none"> <li>Operate as an individual responsible for the delivery of a high level/complex service.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles.</li> <li>Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines such as HR, finance, law, marketing, communications.</li> <li>Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles).</li> <li>Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management.</li> <li>Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals.</li> <li>Ability to understand, meet and exceed customer expectations.</li> <li>Ability to work on own initiative, with solution focused problem solving skills.</li> <li>Ability to manage a range of projects through to completion.</li> <li>Previous practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public.</li> <li>Previous management experience including staff supervision, development and organisational skills (where appropriate).</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<ul style="list-style-type: none"> <li>Applied understanding of national and local politics relating to the relevant user groups and an appreciation of the political environment in which the service operates.</li> <li>Up to date knowledge of national policy, with a particular focus on the charging and funding reforms due to come into effect from October 2023.</li> <li>Proven ability to proactively develop plans and initiate change to bring about service improvements through working with stakeholders and partner agencies.</li> <li>Willingness to work in an agile organisation as part of a team and able to work and travel within the county to work with geographically dispersed teams.</li> </ul>
<b>Role Summary</b>	<p>Roles at this level are often professionally qualified roles, specialists, or project officers providing advice and support to their customers, or lead and manage the work of larger teams. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will have a fair degree of autonomy and work closely with customers, staff, partners, third parties agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and in improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems.</p>
<b>Reference Number</b>	<p>BM-2017-446</p>