

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Communities

Job Ref Number: 04202

Service Area: Economic Development

Grade: G5

Job Title: Project Support Officer (Skills)

PURPOSE OF JOB:

To contribute to the delivery of outcomes for adult learning strategies in line with the Economic Development strategy for Lincolnshire approach. Support:

- The implementation of new commissioned services and any redesign of existing services, performance review frameworks and joint review processes
- The enacting of new ways of thinking and working
- The maintenance of strong, positive working relationships across service areas, with providers and partners

To act as a member of the Skills and Employment Development Service, providing support to all aspects of the team, including Adult Learning, Skills Bootcamps and Careers Hub, and any reactive delivery as a response to instruction from the Department for Education and Ofsted.

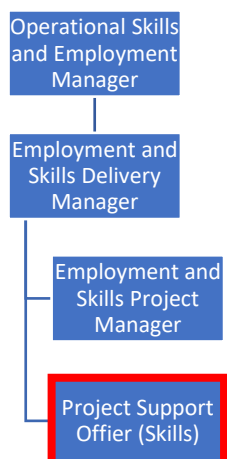
To provide a professional point of contact to external learning providers, data providers, contract managers and other stakeholders.

To collate and prepare information to help the team to take decisions, producing good quality reports that are clear and well presented.

To monitor the progress of contracts, providing information and taking action as appropriate.

To represent the team at meetings and events.

TEAM STRUCTURE



Lincolnshire Adult Skills and Family Learning Service – 22/23 Team Structure

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graph TD; HED[Head of Economic Development] --> G12[Adult Learning and Skills Manager G12]; G12 -.-> G11[Multiply Manager G11 part time]; G12 --> G10_PBI[Principal Business Intelligence Officer G10]; G12 --> G10_PLO[Principal Officer for Learning and Skills G10]; G11 --> G9_SCO[Senior Commissioning Officer Multiply G9 part time]; G9_SCO --> G8_ECO1[Employer & Community Engagement Officer Multiply G8 part time]; G9_SCO --> G8_ECO2[Employer & Community Engagement Officer Multiply G8 part time]; G9_SCO --> G7_PO1[Project Officer Multiply G7 part time]; G10_PBI --> G7_PO2[Project Officer Learning & Skills G7]; G7_PO2 --> G5_PSO[Project Support Officer Multiply G5]; G10_PLO --> G9_SPO1[Senior Project Officer Learning G9]; G10_PLO --> G9_SPO2[Senior Project Officer Learning G9]; G9_SPO1 --> G7_PO3[Project Officer Family Learning G7]; G9_SPO1 --> G7_PO4[Project Officer Adult Learning G7 part time]; G9_SPO1 --> G7_PO5[Project Officer Adult Learning G7 part time]; G9_SPO1 --> G7_PO6[Project Officer Adult Learning G7 part time]; G9_SPO1 --> FLT[Family Learning Tutors]; G9_SPO2 --> G7_PO7[Project Officer Adult Learning G7]; G9_SPO2 --> G7_PO8[Project Officer Adult Learning G7 part time]; G9_SPO2 --> G7_PO9[Project Officer Adult Learning G7 part time]; G9_SPO2 --> G7_PO10[Project Officer Adult Learning G7 part time]; G5_PSO --> G5_BSA[Business Support Assistant G5]; G5_BSA --> G1_BSA[Business Support Apprentice G1];
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Key :

- Adult Learning
- Multiply
- Business Support
- Corporate Performance

MAIN DUTIES:

1	Maintaining strong, positive working relationships with service users, stakeholders, partners, data providers, contract managers and learning providers.
2	Undertake actions that help the team to work with partners to ensure a robust approach to analysis and forecasting of learning needs and balancing service delivery in terms of volume, cost and funding.
3	Monitor current use of resources and procurement plans.
4	Support the Project Officers' delivery plans in order to meet the Council's targets and objectives whilst ensuring external requests from funders such as DoFE, as well as LCC requirements, are consistently met which may impact on delivery.
5	Ensure that Council resources are optimised and utilised effectively and efficiently.
6	Deliver excellent customer service, incorporating the Council's equality and diversity objectives and supporting the council to achieve best practice in all it delivers.
7	Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.

8	To be responsible for supporting Project Officers on a range of adult learning programmes and projects, including ,Adult Learning, Skills Bootcamp and Careers Hub Programmes with values between £20,000 and £4 million, working effectively so that schemes and services can be delivered in accordance with their agreed budgets, timescales, quality and performance targets.
9	To regularly data cleanse relevant MIS systems and subsequent display on webpages including the 2aspire learning portal. Support the Project Officers with on-going MIS development schedules and planning.
10	To support the team with document control and storage. Including both electronically and paper records for Ofsted, DfE and ESFA for quality and audit control.
11	To support the Project Officers with updating the 2aspire and other websites with new content including provider profiles.
12	Monitor the team's marketing resources and stock control. Effectively planning in/out procedures for ordering any requirements of new stock.
13	Support the team with meeting management, producing delegate packs and ensuring production and circulation of feedback.
14	Monitor the team's group email accounts, responding to enquiries, and analysing bounce-backs from the newsletter and communications in order to data cleanse the distribution lists.
15	To provide advice, guidance, and occasionally briefings about the services within the Skills and Employment programmes to external providers, partners, stakeholders and potential learners.
16	To ensure that the Adult Learning, Skills Bootcamp and Careers Hub programmes are represented correctly from an external perspective through supporting the Project Officers with the development and production of appropriate marketing material, website content, enquiries and occasional representation at events.
17	On occasion to provide support to the Skills and Employment Development Service Manager Team.
18	To deputise for the Project Officers on a consistent and regular basis at meetings.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
A good standard of education with a minimum of 5 GCSE's at grade C or above including Maths & English	A	√	
Knowledge of Further Education	A		√
Excellent administrative/literacy skills & good IT skills	A/I	√	
Ability to maintain good working relationships with a range of personnel within the public and private sectors	A		√
Excellent customer service skills	A/I	√	
An understanding of transactional information and management information	A/T		√
Ability to find creative solutions using systems and processes	I		√
Effective oral and written communications skills using a wide range of different media including the ability to be tactful, diplomatic, and sensitive.	A/I	√	
The ability to develop knowledge with unfamiliar systems including internal packages (2Aspire, Terms	A/I	√	

MIS, Business World On (BWON), Website CMS)			
Knowledge of the function and purpose of Economic Development activity	A/I	√	
Awareness of the political system in local government and ability to interpret how they affect the Service	A		√
Awareness and understanding of the council systems, policies and procedures	A		√
Capable of working under own initiative with limited direction, be willing to work flexibly and with innovation as part of multi-disciplinary teams, partnerships and community working	A/I	√	
Effective time management and an ability to prioritise workloads	A/I	√	
Accuracy and attention to detail	A/I/T	√	
In accordance with Part 7 of the Immigration Act 2016 (Fluency Duty), the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.	A/I	√	

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the [Lincolnshire County Council Core Values and Behaviours](#) and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.