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| google.gif | JOB DESCRIPTION | FormJD1 |
| JOB TITLE: Programme Assistant | **POST NUMBER:**  |
| **REPORTS TO** (Job Title):  | Communities Team Manager |
| **DEPARTMENT:** Communities Team | GRADE: 5 |
| **JE REF:** | 0089 | PANEL DATE: | 29/06/2021 |
| **1.** | **MAIN PURPOSE OF JOB**  |
|  | The postholder provides project support to the Communities Team to enable ward members to engage effectively with their communities, to develop local priorities and to implement action plans to meet these priorities, as well as supporting the implementation of key work programmes contributing to the council’s approach to supporting resilient communities. |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  | Liaise with the team of Community Officers to collate performance information with regard to the development of ward priorities, action and spending plans and generate performance reports for the Communities Team Manager. |
|  | Support Community Officers in convening effective Ward Team meetings. |
|  | Support Community Officers in collating and disseminating data, feedback from residents and intelligence from partners to support the development of ward priorities. |
|  | Support Community Officers in community mapping in support of “asset-based” approach to place. |
|  | Support Community Officers in the development of systems to support the administration of ward schemes and ward budgets. |
|  | Support the roll out of community hubs by providing all necessary support with regard to staffing rotas and all other logistical issues relating to the hubs’ operations. |
|  | Produce and prepare project reports, newsletters and presentations using a range of software to support the work of the Communities Team. |
|  | Use the Social Value Engine or equivalent to evaluate the social value of ward schemes and other initiatives as requested. |
|  | Organise workshops and stakeholder engagement meetings as requested. |
|  | Create and update key documents for the team administering version control as appropriate. |
|  | Scheduling, coordinating and administrating a full range of regular management and team meetings; collating and distributing meeting papers; taking and circulating minutes and undertaking/ensuring follow up action as appropriate. |
|  | Provide support to the team in financial and budget monitoring by recording, receipting and appropriately storing invoices and using the Council’s Financial Management System. |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**No. reporting - 0 Indirect - 0  |
|  **4.** |  **CREATIVITY & INNOVATION*** The post holder will need to use creativity in dealing with non–routine programme matters as they occur (e.g. making initial responses to enquiries from partners, Members, community organisations etc.) and this may require initiative to devise solutions to problems as well as diplomacy and professionalism at all times.
* Creativity in preparing presentation/communication material using applications such as Microsoft Power Point, Project, Publisher.
* Imagination will be required to take complex information evidencing programme outcomes and objectives and translate it into easy to understand formats for a range of audiences.
* Innovation will be required to devise new procedures for the team to increase their efficiency and productivity.
* Problems and obstacles will occur and the post holder will need to be flexible and adaptable to develop solutions under guidance
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|  **5.** |  **CONTACTS & RELATIONSHIPS****Internal**  The post holder whilst reporting to the Communities Team Manager will work closely with all members of the Communities Team. . They will have daily contact with colleagues across other council departments. These contact will include senior managers. The post holder will also develop close working relationships with staff in Performance Management, Finance and Human Resources. Contact will be regular and often on a daily basis specifying, providing and eliciting information. Contact with all internal colleagues will often require the post holder to discuss sensitive and confidential matters, they will need to possess negotiating and diplomacy skills and be able to deal with a range of complex issues.**External**The post holder will need to establish and maintain relationships with a broad variety of internal and external stakeholders across a wide variety of teams and specialisms as well as with community groups and stakeholders. |
|  **6.** **7.** | **DECISIONS – discretion & consequences** * Postholder will be expected to manage their own work and prioritise time and activities on a day to day basis with results and outcomes assessed at agreed/set intervals.
* Uses discretion when responding to complex, face to face and telephone queries from colleagues and others outside the council so as not to commit any breaches of confidentiality.
* Decisions impact on the effectiveness of the team’s commissioning processes.
* Decisions impact on the team’s ability to evaluate its work and impacts.
* Decisions impact on the successful implementation of key work programmes, notably the roll-out of community hubs.
* Financial and time/resources consequences avoided by effective communication, expectation management and diary management according to the programme(s) timeline(s).
* Ensures that all stakeholders are kept fully informed of progress through efficient and timely reports and updates to avoid delay in decision making.
* Within the agreed work tasks and boundaries, the post holder will be free to make decisions as to the methods of their work and they will be encouraged and supported to contribute to broader decisions affecting the strategic planning and commissioning of the Communities Team.
* Decisions made by the post holder in their role may affect the successful delivery and commissioning of projects within the Communities Team.

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| **RESOURCES – financial & equipment***(Not budget, and not including desktop equipment.)* Description Value None |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context**Work demands* Conflicting demands and some unplanned work
* Many tasks are to be prepared to a deadline.
* Must be able to prioritise work.
* Must be flexible in working hours to meet specific needs

Physical demands* Normal office environment

Working conditions* Normal office environment.

Work context* Normal office environment
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| **9.** | **KNOWLEDGE & SKILLS**The post holder is expected to have: * Good literacy and numeracy skills
* Well-developed communication and interpersonal skills
* Accurate and fast IT skills particularly Microsoft Word, Excel, PowerPoint, Outlook and ability to learn to use Project.
* Proven organisational and administrative abilities and experience in a pressured environment.
* Experience in working in a programme / project delivery environment.
* Experience of organising, supporting and minuting meetings
* Ability to retrieve and manipulate information from the internet and intranet.
* Experience of working in partnership with other agencies as well as the community, voluntary and/or independent sectors
* Demonstrates integrity, discretion and sensitivity.
* Pro-active, self-starter with the ability to work using own initiative.
* Commitment to diversity and equality and addressing needs of disadvantaged groups.
* Have well developed communication skills, problem solving, and report writing and presentations skills.
* Basic experience of operating financial systems.
* A high level of ability in presentation skills is required to produce accurate information, analyse this appropriately and present it.

**Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level B2** - Vantage or upper intermediate - Can adjust to the changes of direction, style and emphasis normally found in conversation **or** Can produce stretches of language with a fairly even tempo; although he/she can be hesitant as he or she searches for patterns and expressions, there are few noticeably long pauses |
| **10.** |  **Position of Job in Organisation Structure**Job reports to: Communities Team Manager Programme Assistant |