

## Job Description

<b>Job Title:</b>	Project Support Officer
<b>Group:</b>	UK Careers and Employability
<b>Dept/Project/Service:</b>	Work and Health Programme West Yorkshire
<b>Reports to:</b>	Contract Manager or Compliance Officer
<b>Responsible for:</b>	N/A
<b>Usual office base:</b>	Area Based
<b>Grade:</b>	Careers Grade AG03

### Context

The Work and Health Programme is funded by the UK Shared Prosperity Fund and managed by the West Yorkshire Combined Authority. It is a comprehensive, collaborative initiative that extends support to workless households and individuals facing various barriers to progression including obstacles linked to health and well-being, skills and confidence. It aims to facilitate their journey back into the workforce by providing targeted pre-employment interventions.

### Job Purpose

To provide an effective support function to the Contract Manager in terms of coordination and support of the activities of the Work and Health programme, so that they effectively meet the contract objectives. The role will require liaison with a wide range of stakeholders.

### Job Objectives

1. Track and analyse contract delivery, communicating this in a timely fashion to the Contract Manager, highlighting data trends or potential issues.
2. Utilise the CRM system to check information and generate a range of reports for the purposes of monitoring activity.
3. Organise meetings, undertaking diary management and attending as appropriate to take minutes, log actions etc.
4. Assist the Contract Manager and Compliance Officer to maintain and update all contract-related documentation. To work closely with the Contract Manager to

manage the version control of all documentation; arranging distribution to relevant parties to highlight changes and coordinate feedback.

5. Support the Compliance Officer with checking the accuracy of work generated by delivery staff, when needed, and support Key Workers with corrective actions.
6. Work closely with the Compliance Officer, Training and CPD team to deliver any relevant compliance training.
7. Assist the Contract Manager in the identification of risk and issues; updating and maintaining project logs and other documentation as required by the Contract Manager.
8. With support from marketing plan, project manage and evaluate communications campaigns working in partnership with internal and external stakeholders, including delivery partners, to maximise the reach and impact of all activities. These will include digital and social media channels as well as webinars, events, PR and media engagement.
9. To proactively identify and create content to include in marketing campaigns, ensuring compliance with relevant funding and brand guidelines.
10. Manage the production of online and offline collateral such as brochures, adverts, newsletters, case studies and content for social media.
11. Be responsible for adhering to both local and the Corporate Safeguarding policy and procedures aimed at promoting and safeguarding the welfare of children and at-risk adults and attend mandatory child protection and/or adult protection safeguarding and prevent training

**This job description needs to be considered in the context of a developing and evolving area of service delivery and therefore the duties described above will need to be adapted to meet the needs of the project.**

## Knowledge

### Essential:

- Working knowledge and understanding of Microsoft packages in particular Excel (V look ups, Pivot tables, PowerPoint) and marketing platforms such as Canva and social media
- Level 3 relevant qualification

### Desirable:

- Project management
- Understanding of UKSPF

## Experience

### Essential:

- Evidence of having operated in a pressurised environment
- Experience of working on multiple projects and tasks
- Evidence of monitoring work to ensure its quality and acting to correct problems as they arise
- Demonstrate evidence of working in an environment requiring strict confidentiality and compliance with data protection guidelines

### Desirable

- Knowledge and experience of implementing compliance and quality improvement tools
- Experience of marketing, events planning and the use of various social media platforms
- Experience of coordinating events, conferences or similar

## Skills

### Essential:

- Ability to manage and analyse contract data
- Ability to use initiative, demonstrating commitment and flexibility
- Very strong stakeholder liaison and interpersonal skills with the ability to work collaboratively in cross-functional teams at every level across the organisation and with a wide range of external stakeholders
- Ability to prioritise workload and work to deadlines
- Self-starter with the ability to work unsupervised
- Well-developed written communication skills » Excellent IT skills – accurate word processing and expertise in using MS Office and marketing software applications
- Excellent planning and organisational skills
- Concern for detail to ensure the accuracy of information

Key competencies for the role:

Our Values	Key Competency 1	Key Competency 2
------------	------------------	------------------

<b>Excellence</b> – creating and leading success	Deals positively with change, showing the ability to adapt and remain focused	Communicates the vision to others and works within team to implement it, so delivering excellence
<b>Integrity</b> – supporting and building trust	Creates a positive environment in the team by being open, honest and thoughtful when communicating	Delivers on their responsibilities and admits when they do not know the answer or have the information
<b>Accountability</b> – delivering and improving	Understands the Trust’s business environment and delivers a high-quality service in line with commercial objectives	Devotes time to own development and gives others opportunities to learn and use their talents
<b>Collaboration</b> – engaging and partnering	Actively builds and maintains a network of colleagues and contacts to achieve progress on objectives and shared interests	Looks for opportunities to share knowledge across the business and encourages colleagues to do the same
<b>Inclusion</b> – Fostering Diversity and Equality	Promotes a welcoming and inclusive environment, valuing diversity in all its forms	Actively seeks diverse perspectives and ensures that all voices are heard and considered in decision-making processes

**Education Development Trust is committed to safeguarding and promoting the welfare of children and adults whom we work with and come into contact with around the world. All applicants are subject to thorough screening and for applicable roles, successful candidates are subject to relevant criminal record checks with national police authorities or the UK’s Disclosure & Barring Service.**

**Education Development Trust also participates in the Inter Agency Misconduct Disclosure Scheme and we may request information from relevant job applicants’ previous employers about any findings of sexual misconduct, including harassment, during employment, or incidents under investigation when the applicant left employment. By submitting an application, the job applicant confirms their understanding of these recruitment procedure.**

Version Control	
Version	1.0
Date	April 24
Next review date	April 25
Doc owner	HR