

### Lancaster City Council - Job Description

<b>Job Title:</b>	Project and Executive Support Officer	<b>Grade:</b>	7	<b>Job Code:</b>	PSS0007
<b>Job Family:</b>	Administration	<b>Job Family Group:</b>	Admin & PA	<b>Reports to:</b>	Service Support Manager
<b>Line manages:</b>	n/a				

Job Summary
<p>To provide comprehensive, effective and proactive project support to a range of different projects and teams across the Directorate for Economic Growth &amp; Regeneration.</p> <p>To provide effective executive and budget support to the Director and their management team. Advise and develop best practice approaches to project support and business support matters and act as the Directorate's Complaints Officer.</p>
Direct Responsibilities
<ul style="list-style-type: none"> <li>• Provide project support to project teams as required, including updating project plans, providing regular progress updates and notification of any risks to the to the Service Support Manager and the Directorate Management Team, support project communications plans and other project management products.</li> <li>• Provide executive support to the Director for Economic Growth and Regeneration and their management team by proactively managing and maintaining their email inboxes and electronic calendars as required.</li> <li>• Assist the Directorate Management Team in managing effective communication between them and elected Members of the City Council, the public, staff in other services and external bodies and organisations, aiming for positive public relations at all times.</li> <li>• Create, develop and maintain systems to ensure the proper financial management and control of projects and to comply with accountable body role/audit requirements for both internal and externally funded projects including the preparation and submission of grant claims Funding sources include the European Regional Development Fund (ERDF).</li> <li>• Assist with preparation and monitoring of directorate revenue and capital budgets including tracking expenditure and advising on variances, recharges and invoices and advising on growth items and end year budget adjustments.</li> <li>• To act as the Service's Complaints Officer, managing the receipt, allocation and response to complaints, adhering to the council's policy in this respect and utilising the corporate systems as appropriate for this purpose.</li> </ul>

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- Act as a primary source of advice, guidance and assistance to project teams, managers, colleagues and other directorate staff on matters connected with project support, business support and the correct operation of directorate wide systems and procedures.
- Identify and progress opportunities for continuous improvement of project support and business support processes in the directorate.
- Update and maintain project webpages on the Council's website and social media when required.
- Undertake research and data analysis for regeneration projects and prepare reports on findings when required.
- Organise a wide range of internal and external meetings and events for project teams, the director and his management team including the servicing of those functions.
- To deputise for the Service Support Manager in their absence and when required including on approaches to project/business support procedure and the authorisation of directorate payments and purchase orders
- Carry out other duties and responsibilities similar to those listed above when required to do so.

### Primary Objectives

- Development of best practice approaches and standardisation of office and team procedures.
- Develop record keeping methodology for regeneration within the directorate for audit and day-to-day use.
- Provide effective support to project managers.
- Assist and support Responsible Spending Officers throughout the budget process including reporting and monitoring.

### Staff Management Responsibilities

- Provides advice on approach and practices within the Service Support Team.
- Assists with the allocation of work to Service Support Administrators.

### Knowledge & Educational Requirements

#### Specialised knowledge:

- 5 GCSEs including Maths & English (Grade A-C or 4 and above) or equivalent qualifications/ experience.
- At least two years' relevant experience working in an administration or project support role.

#### Functional knowledge:

- Understanding of recognised project management methodologies and approaches.
- A high standard of IT literacy and ability to learn quickly how to use service specific software.
- Knowledge of public sector finance and procedure.
- Understanding of local government organisation.
- Highly developed organisational skills, with the ability to successfully co-ordinate a number of projects with competing deadlines.

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- Ability and confidence to communicate and engage with colleagues from across the organisation and external stakeholders, developing excellent working relationships.
- Excellent written communication skills (i.e. be able to prepare letters, take notes and messages and prepare meeting minutes) .
- Excellent numeracy skills (i.e. be able to perform accurate maths functions, to compile statistical and numerical records).
- The ability to establish and manage administrative and financial management systems.
- Ability to deliver high quality, timely, customer service.

### LCC specific knowledge:

- Understanding, implementation and adherence to Lancaster City Council's policies and procedures.
- Understanding, implementation and adherence to the Council's Values and Behaviours.
- Understanding of the post holder's own and their team's contribution to the Council's Corporate.

### Other Requirements

The main office location for the role is Morecambe Town Hall, Morecambe. It is a requirement for this post to be able to work from any of the office locations for the Service (The Platform, Morecambe and Palatine Hall, Lancaster).

This role is public facing therefore the ability to converse at ease with members of the public and provide advice in accurate spoken English is an essential part of the role. A role is classed as public facing if, as an intrinsic part of the role, there is a requirement to regularly speak to members of the public in English

The hours of work are 37 hours per week, working Monday to Friday.

### Additional information

#### General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

#### Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

#### Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

#### Equal Opportunities

## **Lancaster City Council - Job Description**

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

### Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

### Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.