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| Role Title | Early Help Project Support Officer |
| Job Family | Families – Early Help |
| Location | Junction |
| Scale | Scale 6 |
| Purpose | |
| <p>To provide project support and organisational functions to assist in the effective delivery of the Resettlement Team’s services. This includes working closely with the Resettlement Team and frontline officers to ensure that workflows are actioned appropriately and in a timely manner. The role requires strong communication and coordination across council services, including Finance and HR.</p> <p>Day-to-day responsibilities will include operating the HFU scheme, maintaining regular contact with sponsors and HR colleagues, and managing activities on Shared platform. The role will also involve working with data, supporting financial processes, and contributing to efficient service delivery.</p> | |
| Generic Accountabilities | End Results/ Outcomes |
| Communicate effectively with internal and / or external customers/ service users. Act as point of contact for the service. Resolve problems, within scope of role, escalating to line manager as required. | <p>Resolve more non-routine customer/service queries.</p> <p>Customers are satisfied with the response, or aware that issue has been escalated.</p> <p>Relevant, accurate, understandable and timely information is provided.</p> <p>A positive image of the Council is promoted.</p> |
| Create documents, reports, correspondence etc. from the information provided, using standard formats and software. | <p>All materials are produced to the required legislative and or Council standards and timescales.</p> <p>Recorded information is accurate.</p> |
| Organise and maintain records and documents using the appropriate council process / system. | <p>Received documents, applications, correspondence etc. are recorded, distributed and processed correctly.</p> <p>Photocopying, faxing, shredding, enveloping, franking etc. are completed to required standards and productivity.</p> <p>Records /information are well organised and accessible.</p> <p>Records are kept up-to-date.</p> <p>Follow-up with internal/external customers to obtain missing/outstanding records.</p> |
| Process expenditure requests, invoices and other financial documents, handle petty cash and expenses claims and other financial administration as necessary. | <p>Accurate, complete and meaningful information is recorded in the correct format.</p> <p>Potential errors in data or outputs are identified and actioned.</p> <p>Information provided meets the specified requirements.</p> |
| Co-ordinate all meetings as allocated to your area of | Meeting management is provided to agreed standards and timescales. |

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| responsibility. | <p>Agenda items and minutes are distributed within agreed timescales.</p> <p>Liaise with meeting attendees to co-ordinate diaries and agree meeting timetable.</p> |
| Provide support to junior staff where appropriate. | <p>Support the induction of junior staff into the team.</p> <p>Assist others to learn new processes</p> |
| Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager. | Work is carried out in a way that is safe and without risks to health. |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this. | All policies and procedures are complied with. |
| Job Specific Accountabilities: | |
| Manage risk within area of responsibility. | <p>To assist in the screening of risk and safeguarding concerns.</p> <p>Assist in the screening and identification of risk and safeguarding concerns when processing HFU sponsor applications</p> |
| To be responsible for the collation of Resettlement Schemes Data. | <p>To assist in the monitoring of the progress, outputs, outcomes and achievements of the project.</p> <p>HFU Enter, update, and analyse data on shared platforms and internal databases.</p> |
| Admin - Carry out all administrative tasks required as part of this role (standard and non- standard) | <p>Administrative tasks are prepared, distributed and presented to relevant stakeholder to the required standard and on time.</p> <p>Support financial processes such as processing payments, raising purchase orders, tracking expenditure, or coordinating sponsor/guest payments where applicable.</p> |
| <p>Nature of Contacts</p> <p>Typically involves supporting or guiding internal customers May involve direct contact with members of the public including dealing with challenging situations where influence may be needed. Liaise with and/or advise senior members of staff regarding service issues, problems and processes. Deal with people at all levels confidently, sensitively and diplomatically.</p> | |
| <p>Procedural Context</p> <p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others. Decisions will be made based on Council procedures.</p> | |
| <p>Resourcing</p> <p>Budget Responsibilities: Nil</p> | |

Supervisory Responsibilities: Nil

Competency Level: All Colleagues

Knowledge, Skills and Experience

- Relevant experience which demonstrates ability to undertake role.
- Support the operational delivery of the HFU scheme, including contacting sponsors, guests, and relevant partners.
- Coordinate information between the Resettlement Team, HR, Housing, and Finance to ensure compliance with scheme requirements.
- Experience of working in a large customer focused organization.
- Good working knowledge of relevant processes and systems and awareness of policy and procedure framework.
- Good knowledge of service provided in own area and awareness of wider Council activities.
- Good overall knowledge of Microsoft office applications.
- Good verbal and written communication skills.
- Numerate and accurate with attention to detail.
- Note-taking skills.
- Experience in dealing with customers.

Indicative Qualifications

English and Math Qualification

Relevant NVQ Level 2 or 3 qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.