Ambitious Stockport, creating opportunities *for everyone*

Thinking Stockport

Achieving as a Team

Working with Ambition

Showing everyone Respect

# Job Profile and Working for Stockport

## Our Council

**Join us at Stockport Council – Best for Inclusion winner at the Greater Manchester Good Employment Awards 2026**

Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team.**

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at https://greater.jobs/locations/stockport/




STOCKPORT METROPOLITAN BOROUGH COUNCIL

RACE EQUALITY MATTERS MEMBER 2025/26

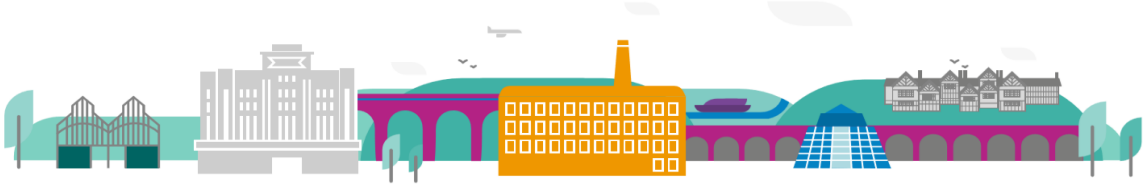
We are a Living Wage Employer

Greater Manchester Guaranteed Assessment Scheme

disability confident EMPLOYER

GREATER MANCHESTER GOOD EMPLOYMENT CHARTER

ARMED FORCES COVENANT



Ambitious Stockport, creating opportunities *for everyone*

# About the Job

| | |
|---|---|
| **Role:** | Public Health Project Worker |
| **Service Area:** | Public Health |
| **Directorate:** | Public Health |
| **Salary Grade:** | Scale 4 |

**Main Purpose of the Job**

To engage with our community, using a variety of channels, with a focus on face to face to improve health outcomes in Stockport, as part of the Public Health Early Intervention and Prevention Team.

Working flexibly to support other public health programmes as required, based on local needs and priorities.

To support a proactive approach to prevention and interventions in neighbourhood settings.

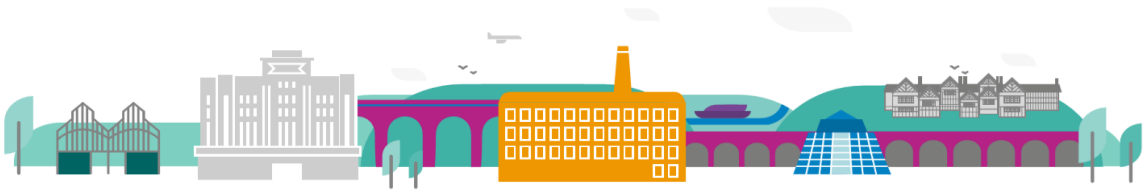
To provide information, advice, support and guidance in a timely and efficient manner, through advice line, in person, written or digital.

To deliver a proactive and responsive service in a professional, supportive, sensitive, and confidential manner, demonstrating excellent customer service and interpersonal skills

The team requires post holders to work flexibly.

**Key Responsibilities**

- To offer support, guidance and signposting to residents demonstrating excellent interpersonal skills
- To work effectively with colleagues and partners from other agencies/Voluntary Community, Faith and Social Enterprise organisations
- To be flexible in supporting a range of other work programmes, including but not limited to providing support via helplines and other methods of contact, through distribution of materials, or supporting residents in the community.
- To work from various sites across the borough
- To achieve and maintain an appropriate level of knowledge through regular appraisals, training and development opportunities.
- To actively develop and maintain an appropriate working knowledge relating to work activities
- To learn, use and maintain knowledge of all appropriate IT systems, including Microsoft Office

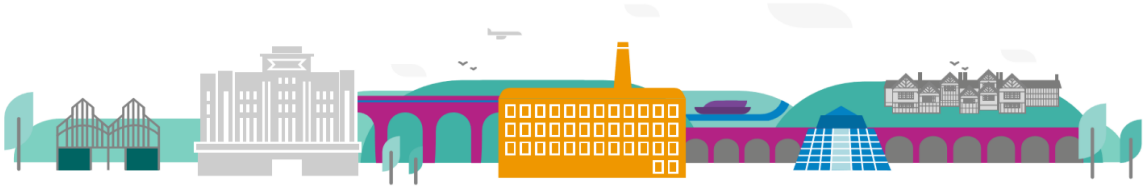




- To handle difficult situations appropriately and escalate in accordance with service procedures
- To promote a positive and professional image of Stockport Council
- To ensure own performance meets quality standards, aims and objectives and to contribute to team objectives being met
- To be flexible and adaptable to the needs of the service with a positive approach to multi-skilling across a variety of different services and access channels
- To contribute to the compilation and periodic review of working procedures making appropriate recommendations to improve service delivery
- To support service and team values and to support colleagues. To attend and participate in team and departmental meetings and team building activities as required, supporting and assisting colleagues, sharing information appropriately and providing cover as and when required
- To contribute ideas and suggestions on Systems, Procedures and Service.
- To learn, understand and adhere to the requirements of current data protection legislation and policy, and comply with the measures to protect confidentiality at all times
- To be pro-active and responsible for one's own Personal Development by collating information, evidence and feedback. To be able to fulfil competencies
- To ensure the safety of customers, visitors and staff by working to standard operating procedures
- Support with any queries customers/residents may have
- Completion of any checks, associated paperwork to support the above as required.
- To work as part of a team to build towards an excellent team experience and working environment
- To comply with Health and Safety and Standard Operation Procedures in delivering the job role
- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.
- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.

**Additional Information**

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.



Ambitious Stockport, creating opportunities for everyone

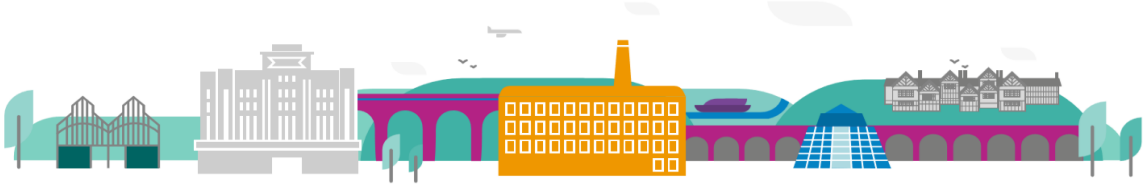
The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

## About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
  - Keeping the people of **Stockport** at the heart of what we do
  - Succeeding as a **team**, collaborating with colleagues and partners
  - Driving things forward with **ambition**, creativity and confidence
  - Showing value and **respect** to our colleagues, partners and customers.

- Customer service experience
- To be flexible and adaptable and support customers and to improve service delivery
- Community engagement skills
- Excellent communication and interpersonal skills
- Experience in delivering public health messages or working in this field or similar (desirable)
- Demonstrate respect and caring for others, treating everyone fairly; listening and acting on the things people say
- Competent in the use of Microsoft Office systems
- Able to look for every opportunity to solve problems and improve
- Be open to learning and sharing your knowledge and skills with others; providing coaching and support to others to help them achieve their objectives and potential
- Able to work as part of a team to achieve service priorities
- The ability to converse at ease with service users/customers and provide advice in accurate spoken English.



Ambitious Stockport, creating opportunities *for everyone*