

Project Support Officer

Role Profile

Service: Public Health Directorate
Band: Band 4
Reporting to: Lead Project Support Officer
Responsible for: No direct reports



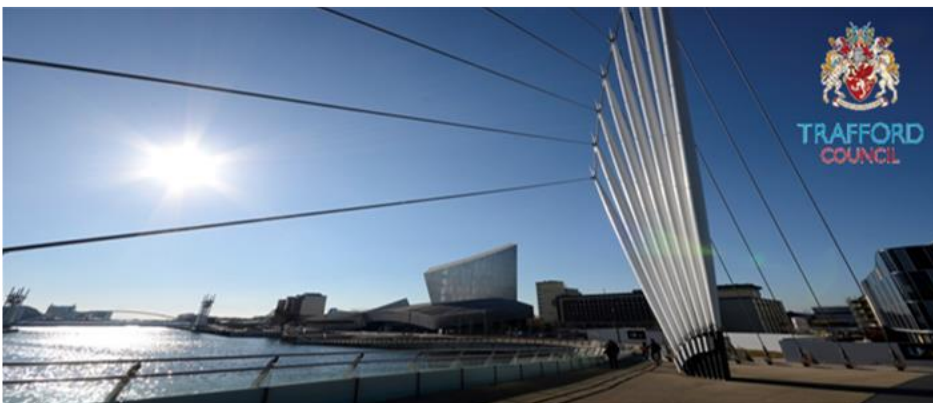
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

You will be a key member of the Public Health Team which contributes to reducing the causes of ill-health and improving people's health and wellbeing, through health protection, improving people's health and ensuring that our health services are the most effective, most efficient and equally accessible.

Your Main Priorities

- Organise and participate in meetings, as well as provide the administrative function of taking and writing minutes and recording action points.
- Support the Public Health Team with meeting and event administrative tasks in a timely manner.
- Provide project support across the Public Health team in order to take forward relevant work streams and projects from the teams' work plan.

Key duties

- Supporting the organisation and delivery of project and work stream engagement events.
- Supporting managers and officers in responding to requests for reports and information up to Director level.
- Providing organisational and business support to relevant boards, forums, groups, and meetings.
- Working to deadlines, ensuring timely delivery of papers and minutes to the relevant people.
- Maintaining close working relationships with all members of staff within the service and related partners.
- Being a point of contact within the service for stakeholders within and outside of the Council.
- Supporting the process for managing orders using the on-line purchasing system, the financial monitoring and payment of invoices.
- Supporting emails and calendar for Public Health Director and Consultants when required.
- Responding to and resolving queries from internal and external agencies relating to financial issues.

- Undertaking general office duties including filing, photocopying, making travel arrangements and room bookings.
- Participating in learning and development opportunities and activities relevant to the post.
- Any other duties commensurate with the grade of the post which may from time to time be required by management.

About You

Qualifications and Professional Development

- Good standard of Education to GCSE level (including Maths and English grades A-C)
- Trained in use of Microsoft Office, Outlook and other relevant software.
- Commitment to ones own personal development.

Experience and Knowledge

- Administration experience including taking notes and minutes at meetings, prioritising work requests, diary management and working to deadlines.
- Being part of planning and delivering events, and co-ordinating activities
- Working within large and complex organisations (private or public sector) that are undergoing change.
- Financial systems and procedures, budget preparation, monitoring and control of accounts.
- Broad understanding of the services provided by the Directorate.
- Knowledge and understanding of equality and diversity issues.
- Customer service standards.

Skills and Abilities

- Self-motivated, possessing an enthusiastic and flexible attitude.
- Able to progress own work effectively with minimum supervision.
- Able to prioritise and produce good quality work under pressure and to tight timescales.
- Ability to think creatively, spot trends and provide inventive solutions to overcome challenges.

- Excellent communication skills, both oral and written, with the ability to present sometimes complex information clearly for a variety of audiences.
- Strong organisational skills.
- Ability to present financial information in a format easily understood by non-finance personnel.
- Ability to utilise information systems to maximise efficiency e.g. Microsoft Word, Excel, Outlook, etc.
- Good numeracy and literacy.
- Ability to take minutes and messages accurately.
- Able to work as an effective part of a team.
- Excellent customer care skills.

Special Conditions

- An expectation that flexible work will be required and occasional working out of normal office hours from time to time.

Date prepared/revised	Updated 08 th April 2024/ 17.10.25
Prepared/revised by	Perry Wood/Tracey Sefton/ Irfaan Chunara
Job Evaluation	Existing JE

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.