



IPSWICH
BOROUGH COUNCIL

Ipswich Borough Council
Job Description: J69

Project and Support Officer

Main Purpose of Job

Support of the Council Management Team across a number of areas including project management, dealing with complaints and casework, co-ordinating reports, analysing data, performance management and carrying out research.

Main Duties

1. Review performance management processes and data (i.e. performance data and external reviews) to identify potential areas of improvement in council services. Prepare recommendations for Corporate Management Team and Committees regarding possible solutions.
2. Dealing with complaints and casework, resolving issues in a timely and proficient manner
3. Facilitate and/or carry out corporate reviews as directed by Corporate Management Team and/or the, Business Support Manager and make recommendations on possible improvements/changes as necessary.
4. Analyse data and provide robust commentary on trends and likely outcomes that adds overall value to analytical and performance management processes and enables CMT to make agile decisions.
5. Provide project management, performance management and risk management skills and support to the Corporate Management Team.
6. Support the Business Support Manager and Corporate Management Team by contributing to the production of corporate publications, including the Corporate Plan, Service Group business plans and external reports and briefings.
7. Contribute and influence the development of the Council's Performance Management Framework including the development and support of the Councils'

Performance Management and Risk Management Systems.

8. Undertake desktop research for the purpose of identifying areas of best practice in other local authorities to utilise as exemplars.
Provide supporting information for the commissioning of research and the effective and compliant use of data

Support Heads of Service with tasks which contribute to the achievement of corporate and service objectives.

Undertake such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



Person Specification

IPSWICH
BOROUGH COUNCIL

Project and Support Officer

Attributes	Essential	Desirable	Method Of Assessment
Qualifications	Educated to Degree or NVQ Level 6 or proven technical and organisational knowledge in a project or business planning environment.		Application Form/certificates/ Interview
Relevant experience	Experience of project management Demonstrate ability to produce and analyse accurate and relevant reports in a variety of formats and to provide commentary around accurate trend analysis that adds value.	Local authority experience. Politically aware. Project management qualification – PRINCE2	Application Form/Interview
Specialist knowledge	Working knowledge of a broad range of IT and web based applications. Working knowledge of all Microsoft Office applications.	Understanding of local authority finance and budget setting process. Working knowledge of performance management systems.	Application Form/Interview
Personal skills	Demonstrates a customer-focussed and responsive approach that improves service delivery. Ability to critically challenge senior managers regarding output in order to ensure a high quality of output. Ability to build and maintain good working relationships with internal / external organisations. Ability to organise and prioritise workload and meet deadlines. Ability to work well as part of a team and also on own initiative. Ability to communicate effectively across a wide variety of media	Understanding of the most appropriate communication methods for different sectors of the community	Application Form/Interview
Special working conditions		Ability to work evenings and weekends, as and when required.	Application Form/Interview

October 2020

