

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Development Support Officer	JEID	J0349
Salary Grade:	Grade I		
Team:	Assurance and Development team		
Service Area:	Children and Families Service		
Primary Location:	Shire Hall (Warwick)		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team Manager / Service Development Officer		
Responsible for:	Development Support		

Role Purpose

The Development Support Officer provides structured coordination support to service development and assurance activity within Children and Families.

The role supports multiple workstreams at pace, maintaining clear documentation, tracking actions, risks and deadlines, and preparing accurate reports and briefings.

The post holder contributes to effective information management, including mailbox monitoring and coordination of responses such as Freedom of Information requests.

Through reliable, organised support, the role enables projects and improvement activity to progress as planned.

Role Responsibilities

Main Responsibilities

- To manage and maintain project/programme standards including documentation, filing structures, version control and standard templates
- To maintain appropriate project/programme information relating to progress, risk and issue logs
- To write reports and prepare presentations
- To support administrative staff as required
- To deliver and coordinate general administrative tasks that ensures efficient working practices in the Children and Young People project/programme office
- To maintain a forward plan and ensure reporting deadlines are met (including reminders and chasing content as required)
- To administer project/programme budgets ensuring accuracy and timely reporting
- To research initiatives, information and business requirements as required
- To collect, collate, analyse and report data relating to projects/programmes
- To deliver work that support the successful delivery of projects.
- To deliver any other administrative duties as required for the transformation agenda as necessary

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

A business administration or project support qualification (to NVQ level 3 equivalent) or equivalent demonstratable experience	A,I
Good IT skills (Word processing, Visio, Internet and other Microsoft Office systems skills e.g. Excel, Project, PowerPoint)	T,A,I
Experience of office management, ideally for a team located at different sites	A,I
Experience of delegating and managing the workload of others	A,I
Experience of working in the Children's Services	A,I
Experience of financial management systems and processes	A,I
Ability to maintain, update and analyse data	A,I
Experience of minute taking, report writing and producing PowerPoint presentations	A,I
Good time management, organizational skills and ability to work under own initiative	A,I
Evidence of Customer focus	A,I
Ability to maintain confidentiality and awareness of data protection legislation	A,I

Desirable Criteria

Assessed By:

Experience of human resources systems and processes	A,I
Experience of project and programme support	A,I
Experience of children's social care case management systems (such as Mosaic)	

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	<input type="checkbox"/>

