



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Project Support Officer
Service	Children's Services
Team	Children's Strategy, Transformation and Commissioning
Location	Hybrid/Shute End
Reports to	Transformation Programme Manager
Responsible for	N/A
Grade	5
Contract Type	Permanent
Hours	Full time

Main Accountabilities	
1.	Project Support and Coordination • Provide day-to-day support across a range of commissioning and transformation projects, ensuring tasks, milestones, risks and deadlines are clearly tracked. • Maintain project documentation including plans, risk logs, action trackers, project updates, and version-controlled documents. • Support the setup and coordination of project meetings, workshops and events, including preparing agendas, papers and follow-up actions. • Assist in the collation of data, evidence and feedback required for project reports, business cases, evaluations and decision-making. • Support the drafting and development of project plans, communication plans, project documentation and other materials required to support effective project delivery • Take responsibility for leading small projects or clearly defined workstreams, ensuring tasks, milestones and actions are delivered to agreed timescales
2.	Administrative and Business Support • Provide high-quality administrative support to the commissioning team, including accurate minute taking, document production, scheduling and record keeping.





	- Support procurement and commissioning processes by coordinating documentation, monitoring deadlines and ensuring compliance with internal procedures. - Maintain and update information systems, contract registers, project folders and shared drives to ensure effective information management.
3.	Engagement and Partnership Support - Support engagement activities with children, young people, families, providers, schools, health partners and voluntary sector organisations. - Assist with the preparation of materials for co-production workshops, provider meetings, consultations and wider stakeholder engagement. - Respond professionally to routine queries from internal teams and external partners, escalating issues appropriately.
4.	Data, Insight and Reporting - Collate and organise quantitative and qualitative data to support commissioning analysis, performance monitoring and assurance reporting. - Support the development of dashboards, summaries or presentations for governance boards and senior leaders. - Ensure information is captured accurately and stored in accordance with data protection requirements.
5.	Continuous Improvement and Service Development - Contribute to improving systems, processes and templates used by the commissioning team to enhance effectiveness, governance and project delivery. - Support activities that promote innovation, learning and improvement across the service. - Participate in service development sessions, training and reflective learning opportunities. - Undertake any other duties commensurate with the level and responsibilities of the role to support the effective functioning of the commissioning service

Person Specification	Essential	Desirable
Education/Qualifications	5 GCSE level (A*-C) to include English and Maths, or equivalent (or appropriate experience)	<Additional/Preferred qualifications.>
Experience	Previous experience of working to support projects in the private or public sector. Experience of developing high quality project documents, such as Project Initiation	<Preferred experience>





	Document. Project Plan or Highlight reports to support the delivery of a significant or high profile project. Experience providing administrative or coordination support in a busy team environment.	
Skills/Knowledge	Strong organisational skills, with the ability to manage competing priorities and maintain attention to detail. Good understanding of project support processes (e.g., tracking actions, managing documents, preparing reports, coordinating meetings). Confident user of digital tools and Microsoft Office (Word, Excel, PowerPoint, Outlook); ability to learn new systems quickly. Strong written and verbal communication skills, with the ability to produce clear, well-structured documents. Able to produce clear and accurate letters, emails and documents, with strong attention to detail and high standards of presentation Ability to work collaboratively with colleagues and partners at all levels. Ability to work proactively, take initiative, and problem solve within defined parameters. Well-developed listening skills with the ability to absorb, interpret and summarise information effectively.	<Nice-to-have skills.>
Behaviours/Attributes	Collaborative, supportive and able to build positive working relationships. Committed to improving outcomes for children, young people and families. Organised, reliable and detail-focused, with a strong sense of responsibility.	





	Adaptable and able to work in a fast-paced environment with changing priorities. Professional, discreet and respectful of confidential information. Willingness to learn, develop and contribute to a culture of continuous improvement.	
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Purpose Details		
Service Purpose	The Children's Transformation, Strategy and Commissioning Service has a pivotal role in shaping and delivering high-quality, child-centred services that improve outcomes for children, young people, and families. The Service leads on strategic planning, service transformation, and commissioning to ensure that services are evidence-based, cost effective, and responsive to the needs of the local population. Working collaboratively across the council, with partners in health, education, and the voluntary sector, we will ensure that children's services are designed and delivered in a way that promotes early intervention, prevention, and long-term positive impact. The team also drives innovation, supports continuous improvement, and ensures that the voice of children and families is central to all decision-making across Early Help, Social Care, Home Finding, Education and Health. Working collaboratively across the council, with partners in health, education, and the voluntary sector, we actively engage in relational commissioning—building and sustaining strong, trust-based partnerships to co-design and deliver services that best meet local needs. By working system-wide, we identify emerging needs and gaps in provision and allocate resources flexibly and responsively to where they can have the greatest impact. The team also drives innovation, supports continuous improvement, and ensures that the voice of children and families is central to all decision-making across Early Help, Social Care, Home Finding, Education, and Health.	
Role Purpose	The Project Support Officer will play a key enabling role within the Children's Strategy, Transformation and Commissioning Service by providing high-quality, coordinated support across a portfolio of commissioning and transformation projects. Working closely with the Children's Commissioning Manager, Senior Officers and Commissioning Officers, the postholder will ensure that project activity runs smoothly, information is well-organised, and systems and processes support timely and effective delivery. The role provides essential capacity for project planning, monitoring, reporting, engagement, administration and logistics, helping the team maintain clear governance, strong communication, and consistent project oversight. The postholder will contribute to ensuring that project activity is evidence-based, child-centred, inclusive, and aligned with service priorities	

Supervision and Relationships





Supervision Received	Reporting to the Commissioning Officer including regular 1-1's and annual performance review, as well as general guidance and support from matrix manager (on programmes).
Supervision Given	none
Contacts	• Children's Services Leadership Team • Elected Members • Children's Services teams including Early Help, SEND, Early Years, Education, Social Care teams, Performance Team, Children with Disabilities Team, Transitions Team • Other internal services including Public Health, Finance, Place and Growth, Community and Change, Performance, Adult Social Care and Adult Strategy and Commissioning, SENDIASS • ICB • Social Care, Education and health providers • Voluntary and community sector organisations including those representing advocacy or children's voice • Parent Carer organisations

Resources/Budget Management

none

Special Requirements

Occasional travel across the borough to meetings and workshops etc. There may be occasional need to attend meetings outside of core business hours but this would be exceptional.

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	Y
Hand Arm Vibration	N
Lone Working	Y





Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	Y
Working with Elderly/Vulnerable Adults	N
Work Environment Details	Hybrid working at shute end and home and including at times off site visits

Role Involvement	Details
Working with Children	Y
Working with Vulnerable Adults	Y
Both of the Above	Y
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N

Disclosure and Barring Service (DBS)	Details
DBS Requirement	<State level of DBS check required or N/A>
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)





Re-checks

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Evaluation Declaration

Date of Evaluation:	22/07/2026
Evaluated by:	HR Team

