



Role Profile

Project Support Officer (Pride in Place)			
Reference No:	A5879		
Service:	Community and Neighbourhoods – Pride in Place		
Job Family:	Admin/Clerical/Business Support	Grade:	FC5

Purpose
To provide support to the work of the Project Manager (Pride in Place) and carry out the administration, clerical and business support requirements for the Methil and Buckhaven Pride in Place Neighbourhood Board and its chairperson.
Engage with local people in the Methil and Buckhaven area to promote and highlight the work of the Neighbourhood Board, and support activity to achieve the stated outcomes contained within the Neighbourhood Boards action plan.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Manage all communication with the Neighbourhood Board, its chairperson, and the Project Manager (Pride in Place) which may be by telephone, e-mail, or written correspondence, determining whether to respond or, where it is necessary, to redirect appropriately. Maintain a high standard of customer care in communications with local people and partner organisations including – making and managing appointments, handling telephone enquiries, e-mails and visits from the public and others, providing basic information and handling straightforward enquiries relating to the Pride in Place initiative for Methil and Buckhaven.	Customer Service/care skills Communication skills, both oral and written Relationship building skills Confidential approach to work Time Management skills Team working skills	✓ ✓ ✓ ✓ ✓ ✓	

E = Essential Criteria D = Desirable Criteria

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Ensure that the Neighbourhood Board, its chairperson and the Project Manager (Pride in Place), are kept informed of relevant communications.	Be resilient	✓	
As first point of contact, maintain and develop an effective reputation and presence for providing information to people who engage with the Neighbourhood Board, its chairperson and Project Manager (Pride in Place) including professionals and external organisations involved in the Pride in Place approach.	Experience of working in a busy office environment working to tight deadlines	✓	
Maintaining accurate information on a variety of systems and databases, updating procedures as appropriate, to ensure data reported, internally and externally, is accurate and up to date.	Confident user of IT applications, showing ability to use packages effectively	✓	
Producing, contributing to and updating reports.	Experience of non-standard corporate systems		✓
Maintaining the Pride in Place website for Methil and Buckhaven and supporting the effective use of social media applications to disseminate information and promote activities and events.	Numerical skills	✓	
	Attention to detail	✓	
	Report writing skills	✓	
	Minute taking skills	✓	
	Experience of supporting others to learn new systems		✓
	Ability to collate, analyse and interpret management information		✓
Providing effective administrative support services to the Neighbourhood Board, its chairperson, and the Project Manager (Pride in Place) including preparing and distributing documentation and reports, meeting agendas, meeting minutes, ensuring these are subsequently stored electronically for retrieval as required.	Educated to SCQF level 7, which includes HNC in Office Administration/Business Studies or Advanced Highers or equivalent	✓	
	Experience in the use of all Microsoft Office Suite Applications	✓	

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Attending regular Neighbourhood Board meetings.			
Providing project support in conjunction with the Project Manager (Pride in Place) to ensure projects are delivered within timescales and budget. Preparing as needed presentations on behalf of the Project Manager (Pride in Place) Maintaining project records, reports and other relevant paperwork. both manual and computerised and ensuring they are stored correctly and meet audit requirements. Assisting in drafting and preparation of reports: word processing including creating, formatting and updating documents e.g., reports, correspondence, minutes, newsletters and digital communications.	Ability to produce information in a variety of formats Ability to use Fife Council bespoke software packages Knowledge of marketing and promotion techniques Experience of supporting project delivery/project Management Experience of maintaining effective working relationships and ability to work on your own Experience of meeting diverse objectives within defined timescales	✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓
Arranging, co-ordinating and attending relevant meetings, recording actions and communicating these actions as required to ensure the wider community of Methil and Buckhaven are aware of agreed activity.	Accuracy skills Influencing skills Ability to plan and organise workload	✓ ✓ ✓	
Providing finance administrative support to the Project Manager (Pride in Place), liaising with relevant finance teams, within Fife Council and periodically the UK Government. Maintaining an overview of consumables, ordering materials and consumables as required.	Ability to maintain confidentiality	✓	

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:	Expected Behaviours
- Skills Framework (if applicable) How we work matters	Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values. Please refer to How We Work Matters Guidance to learn more.

Version: 1.4

Issue date: October 2023

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