



# Role Profile

## Project Support Officer

Reference No:	A4885		
Service:	Community Led Support Services–Locality Planning		
Job Family:	Admin/Clerical/Business Support	Grade:	FC5

### Purpose

To provide a high-quality information and support service to people in Fife.

Engage with people to promote and highlight the work of Community Led Support Services, joint working and creative collaboration across public, third and independent sectors.

**Task or Responsibility** - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Manage all communication sensitively into Community Led Support which may be by telephone, e-mail or written correspondence, determining whether to respond or, where it is necessary, to re-direct on to other members of the team.

Maintain a high standard of customer care and compassion in communication with people including – making and managing appointments, handling telephone enquiries, e-mails and visits from the public, providing basic information and handling straight-forward complaints, escalating as appropriate.

Ensure that all parties, including collaborators, are kept informed of relevant communications.

**Person Specification: Skills, Knowledge, Qualifications or Experience** - Criteria can apply to more than one task or responsibility

**E**

**D**

Customer Service/care skills

✓

Communication skills, both oral and written

✓

Relationship building skills

✓

Confidential approach to work

✓

Time Management skills

✓

Ability to provide a regular and effective service

✓

Team working skills

✓

E = Essential Criteria    D = Desirable Criteria

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	Be resilient	✓	
As first point of contact, maintain and develop an effective reputation and presence for providing information and support to people who engage with the Community Led Support Services including professionals in relation to care and support for the people of Fife.	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		✓
	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 Community Led Support Services, in particular the Senior Community Led Support Officer, including preparing and distributing documentation and reports, managing databases, liaising with the programme board and other relevant oversight groups, the public and collaborators.	Educated to SCQF level 7, which includes HNC in Office Administration/Business Studies or Advanced Highers or equivalent	✓	
Attending regular Team meetings and Board meetings.	Experience in the use of all Microsoft Office Suite Applications	✓	
Providing project support in conjunction with the Senior Community Led Support Officer, Local Area Co-ordinators and Team.	Ability to produce information in a variety of formats		✓

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Assisting Senior Community Led Support Officer to ensure projects are delivered within timescales and budget.	Ability to use Fife Council bespoke software packages		✓
Preparing as needed presentations on behalf of Community Led Support Services.	Knowledge of marketing and promotion techniques		✓
Maintaining project records, reports and other relevant paperwork. both manual and computerised and ensuring they are stored correctly and meet audit requirements.	Experience of supporting project delivery/project Management		✓
Assisting in drafting and preparation of reports: word processing including creating, formatting and updating documents e.g., reports, correspondence, minutes, newsletters.	Experience of maintaining effective working relationships and ability to work on your own	✓	
Arranging, co-ordinating and attending relevant meetings, recording actions and communicating with appropriate staff in other Services.	Experience of meeting diverse objectives within defined timescales	✓	
Providing finance administrative support to Senior Community Led Support Officer, liaising with relevant finance teams, internal and external.	Accuracy skills	✓	
Maintaining an overview of consumables, ordering materials and consumables as required.	Influencing skills	✓	
	Ability to plan and organise workload	✓	
	Ability to maintain confidentiality	✓	

**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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<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>				
<b>Before confirming appointment:</b> 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.				
<b>Additional Information</b> – the following information is available:		<b>Expected Behaviours</b>		
<ul style="list-style-type: none"> <li>Skills Framework (if applicable)</li> <li><b>How</b> we work matters</li> </ul>		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.		

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