



# Role Profile

## PROJECT SUPPORT OFFICER (Action 15)

Reference No.	A4885	Type	Individual
Service	Locality Planning Adult Services (Action 15 – Mental Health Project)		
Job Family	Admin & Clerical 5	Grade	FC5

### Purpose

To provide a high-quality information and support service to people in Fife affected by mental health Engage with people to promote and highlight the work of Action 15 and the rough 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 Action 15 and the 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	ü	
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	✓	

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	Be resilient	ü	
As first point of contact, maintain and develop an effective reputation and presence for providing information and support to people who engage with the Action 15 project 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.  Producing, contributing to and updating reports.	Confident user of IT applications, showing ability to use packages effectively  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 Action 15 Team, in particular the Locality Planning Co-ordinator, including preparing and distributing documentation and reports, managing databases, liaising with the programme board and other relevant oversight groups, the public and collaborators.  Attending regular Team meetings and Board meetings.	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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<p>Providing project support in conjunction with the Locality Planning Co-ordinator and Team.</p> <p>Assisting Locality Planning Co-ordinator to ensure projects are delivered within timescales and budget.</p> <p>Preparing as needed presentations on behalf of Action 15 Team and Locality Planning Co-ordinator.</p> <p>Maintaining project records, reports and other relevant paperwork. both manual and computerised and ensuring they are stored correctly and meet audit requirements.</p> <p>Assisting in drafting and preparation of reports: word processing including creating, formatting and updating documents e.g., reports, correspondence, minutes, newsletters.</p>	<p>Ability to produce information in a variety of formats</p> <p>Ability to use Fife Council bespoke software packages</p> <p>Knowledge of marketing and promotion techniques</p> <p>Experience of supporting project delivery/project management</p> <p>Experience of maintaining effective working relationships and ability to work on your own</p> <p>Experience of meeting diverse objectives within defined timescales</p>	          	 ü ü ✓ ✓  ✓ ✓  
<p>Arranging, co-ordinating and attending relevant meetings, recording actions and communicating with appropriate staff in other Services.</p>	<p>Accuracy skills</p> <p>Influencing skills</p> <p>Ability to plan and organise workload</p>	 ✓  ✓  ✓	   
<p>Providing finance administrative support to Locality Planning Co-ordinator, liaising with relevant finance teams, internal and external.</p> <p>Maintaining an overview of consumables, ordering materials and consumables as required.</p>	<p>Ability to maintain confidentiality</p>	 ✓	 
<p>Undertaking all other duties as required for the role. Duties will be in line with the grade.</p>			

**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.

<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>	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>