

**London Borough of Havering  
Job Profile**

<b>Job Title:</b> Commissioning & Programme Support Officer	<b>Directorate:</b>  Chief Operating office
<b>Service/Section:</b> Joint Commissioning Unit	<b>Post Number(s):</b>  <b>Job Evaluation Number:</b>
<b>Grade:</b> G4	<b>Date last updated:</b> 28/06/2016  <b>Date of last Evaluation:</b>

**Main Purpose of the Job/Key Objectives:**

- To provide effective and efficient administrative and programme support to the ASC Commissioning Team.
- To support the team with programme reporting including collating reporting data and feeding this into monthly programme reports for senior management.
- To provide a full range of high-quality administration support to the team including document formatting, agendas, minute taking, diary management and handling telephone calls.
- To support the team in arranging events, including liaison with and securing venues, placing orders, managing invitations and guest lists as well as general administration and event facilitation.
- To support the Commissioning Team with recruitment of staff including advice on the HR process, liaising with HR colleagues and supporting the team to use the on line recruitment system
- To ensure that all new members of staff are set up with an IT account, access to the appropriate shared drives, an ID card and receive an induction.
- To provide project support to commissioners including support with planning, maintaining risk and issues logs and supporting project meetings.
- To proactively seek opportunities in developing skills in commissioning and project management by taking on small scale commissioning exercises and projects.
- To ensure good communication with all partners and stakeholders.

**Job Context:**

1. The postholder reports to: Commissioning & PMO Senior Support Officer
2. The postholder has no line management responsibility
3. There will be the occasional requirement to work outside 'normal' office hours / as required by their line manager up to 36 hours per week
4. The postholder has no Financial/Resources responsibility
5. The postholder will be the first point of call for the team and carry out administrative duties such as arranging meetings and managing diaries for the team; booking courses / travel;

## Experience

- At least one year's experience of secretarial / administration functions
- Experience of minute taking
- Experience of consulting with other departments and agencies

## Qualifications/Skills

- Minimum of 5 GCSEs or equivalent including Maths and English
- Good computer skills including excellent knowledge of Microsoft packages

## Working conditions/circumstances

- To be based within Mercury House, but will need to attend meetings outside the normal office environment.
- This post is exempt from the provisions of the Rehabilitation of offenders Act 1974 and, because of the nature of the duties that the post holder will be expected to undertake, a satisfactory Enhanced Disclosure will be required in the event of a successful application.

## Key Accountabilities and Result Areas

Key Result Area	Expected End Result
To support the Commissioning Team with recruitment of staff including advice on the HR process, liaising with HR colleagues and supporting the team to use the on line recruitment system	The Adults Commissioning Team are sufficiently supported in the recruitment of new staff
To ensure that all new members of staff are set up with IT access, ID card and receive an induction	New staff members receive a full and proper induction and access to the building and IT system is completed in advance of their arrival
To co-ordinate all team's travel arrangements, overnight stays and places at events and conferences as required.	Required arrangements are made prior to events efficiently and professionally.
To co-ordinate and collate team highlight reporting, supporting the team to complete these to a high standard and on time, ensuring programme reporting continues on a monthly basis and potential improvements to the reporting process are sought where required.	Commissioning programme reporting continues to a high standard on a monthly basis, highlighting any issues with projects or reporting.
To pro-actively identify work priorities and targets in a frequently changing environment and manage own workload to meet conflicting deadlines	Enhance and streamline the way the team works
To organise, plan and book meetings, interviews, focus groups, visits, events and other activities related to the Team's work	Team works more efficiently

Key Result Area	Expected End Result
plan	
To attend various high level meetings, to accurately record discussions and subsequently be responsible for preparing meeting minutes/notes and action and decision logs for circulation. In preparation for forthcoming meetings contacting members to check the status of outstanding actions.	Accurate records of meetings are accurately recorded and maintained thus keeping all meeting attendees well-informed and ensuring meetings run effectively.
To act as an initial contact point for enquiries from partners, providers and the public regarding Adults Commissioning, responding to queries, via e-mail, in person or via the telephone, using own initiative to provide an answer or to signpost to colleagues appropriately in a timely manner.	Team works more efficiently and provides excellent customer service with a professional front-line response service representing the Adults Commissioning Team.
To establish and maintain electronic filing systems for the Adults Commissioning Team and to ensure filing is maintained in an ordered and up-to-date way	Filing is maintained appropriately and team works more efficiently
To provide general office administration functions, including taking telephone messages when other staff are unavailable, photocopying and booking meeting rooms, filing and liaising with printers and designers regarding publicity material.	Team works more efficiently
To assist in the promotion and championing of excellent working relations with internal and external agencies including Housing, Housing Benefits, IT, Social Services, Health, Legal, Providers and stakeholders, including vulnerable groups	Enhanced relations across the Council achieved
To assist Commissioning Programme Managers with project and commissioning support ensuring that plans, risk/issue registers and other key products are implemented and maintained over the project/commissioning life cycle.	Enhanced project and commissioning support provided to managers
To actively identify areas of business administration, reporting and process that can be improved, enhanced or developed.	Business administration and reporting processes are consistently streamlined ensuring continued improvements and efficiencies within the team
To assist the team with compiling and evaluating performance data, survey responses and benchmarking exercises	Team works more efficiently and is able to understand and monitor impact of commissioned services and projects.
To, where appropriate and with sufficient support, lead on small scale projects and commissioning exercises as part of professional skills development.	Skills developed in commissioning and project management

## Competency Profile

Competency	Level	Criteria to be Evidenced (Description)
Communicating openly and effectively	A	<ul style="list-style-type: none"> <li>• Communicates clearly both verbally and in writing</li> <li>• Is polite and approachable</li> <li>• Effective listening, asking the appropriate questions to clarify understanding</li> <li>• Uses appropriate language and methods of communication to make sure they are understood</li> <li>• Presents and passes on information promptly</li> <li>• Uses appropriate language not jargon</li> </ul>
Delivering excellent customer service	A	<ul style="list-style-type: none"> <li>• Demonstrates a strong internal and external customer focus, recognising the customer in everything we do.</li> <li>• Removes barriers, where able, to provide the best possible service to customers</li> <li>• Takes ownership for solving customers problems and acts as an ambassador for the business</li> <li>• Resolves customer enquiries promptly at point of contact, referring to others when appropriate</li> <li>• Identifies, listens to and values customers' diverse needs, suggestions and feedback</li> <li>• Keeps customers up to date and informed</li> <li>• Deals with customers fairly and appropriately and with respect</li> </ul>
Achieving Results and Success	A	<ul style="list-style-type: none"> <li>• Understands and applies the Council's requirements and ensures own targets are met</li> <li>• Keeps relevant people informed of progress or issues on key tasks</li> <li>• Checks for accuracy to get things right first time</li> <li>• Looks for and suggests ways to improve working practices</li> <li>• Learns from mistakes</li> <li>• Plans, prioritises and organises workload</li> <li>• Is dependable, responsible and conscientious</li> <li>• Works effectively with the appropriate level of guidance and makes decisions appropriate to their role</li> </ul>
Planning and Implementing	B	<ul style="list-style-type: none"> <li>• Plans and prioritises workload to ensure deadlines are met through busy periods</li> <li>• Monitors and adjusts plans as necessary</li> <li>• Communicates the plans to appropriate staff / stakeholders</li> <li>• Makes effective use of time</li> <li>• Balances short term requests with long term priorities</li> <li>• Determination and commitment</li> </ul>

Competency	Level	Criteria to be Evidenced (Description)
Respecting Others	A	<ul style="list-style-type: none"> <li>• Acknowledges the positive contribution that everyone can make</li> <li>• Shows respect and understanding for all individuals, irrespective of gender, ethnic origin, race, disability, age, sexual orientation and religion</li> <li>• Is open, ethical and honest</li> <li>• Delivers what they have promised</li> <li>• Generates respect and trust</li> <li>• Considers impact of own actions and tries to cater for the differing needs of others</li> <li>• Challenges inappropriate and discriminatory behaviour</li> <li>• Escalates inappropriate behaviours and actions to the appropriate person/s</li> <li>• Uses language and behaves in an appropriate way, treating others fairly and professionally.</li> <li>• Respects confidentiality wherever appropriate</li> </ul>
Managing personal and organisational change	A	<ul style="list-style-type: none"> <li>• Identifies opportunities to improve and adapt ways of working and is open to changing processes and methods where needed</li> <li>• Accepts and adapts positively to change</li> <li>• Is open to new ideas and listens to other people's points of view.</li> <li>• Shows a willingness to adapt and be flexible to changes in priority and workload</li> <li>• Shows a willingness to take on tasks and projects to develop themselves and takes advantage of development opportunities</li> </ul>

### **Additional Requirements:**

- The Council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, and to undertake any appropriate training.
- Comply with Health and Safety Regulations associated with your employment.
- Be aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.
- To treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining employees access to and use of the council's databases, any breach of which will be regarded as subject to disciplinary investigation.
- You may be required to work at any Council site.
- Demonstrate a flexible approach in the delivery of work within the service area. Consequently, the postholder may be required to perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post.