

## Job Profile

**Job Title:** Carers Project Support Officer  
**Job Grade:** Level 3 Zone 1  
**Salary Range:** £36,141 - £40,817

### About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

### About the role

[Supporting People, Connecting Communities](#), Camden's strategy for Living and Ageing Well, sets out our priority to ensure carers are valued and supported.

As part of this commitment, an action plan has been coproduced with carers. This is a public and regularly updated document that demonstrates priority activities carers have said we need to focus on and actions for how we meet these. It also sets out some underlying principles to consider when supporting carers. The action plan will be held at Camden Borough Partnership level to ensure a whole system approach is taken to supporting carers. At the heart of the development of the plan is a working group that includes carers, adult social care, carers organisations, and health (including mental health). A carers partnership board will also be created that will be led by carers and have key representatives from across Camden's Borough Partnership. The Board will ensure momentum and will have accountability for the plan.

The Carers Project Support Officer will assist in the continued development and implementation of the carers action plan and the carers partnership board across the Borough Partnership, taking every opportunity to embed the principles of working with carers within the Council and with wider partners. The role will also support with information and advice updates. In doing this, the role will work closely with the Carers Project Lead, Carers Project Officer and the Carers Practice Development Lead.

### Outcomes include:

- Maintaining all the project documents, for example updating the project plan and any other documents that facilitate the effective delivery of the project.
- Organising and co-ordinating meetings: distributing agendas and papers, taking notes, ensuring actions are completed. For example, coordinating the project sprint meetings and working group meetings.
- Supporting the Project Officer with drafting reports, presentations and answering enquiries.
- Helping manage any carer recruitment and promotion of the project.
- Attending events for example any carer focus groups to develop the action plan or partnership board
- Along with the Carers Project Officer, keeping information on the Carers Action Plan website, [Camden Care Choices](#), and the Adult Social Care Practice Guide current.
- Publicise and promote the action plan and contribute to the continued understanding of the value of carers, at every opportunity.

### About you - experience and technical knowledge

- Ability to plan and prioritise work, ensuring that outcomes and objectives are delivered on time and within agreed work standards.
- Leading on administration support for complex work activities and projects.

- Experience of supporting meetings including note taking, helping to set agendas.
- Experience of working with wide ranging internal and external stakeholders. Developing and maintaining relationships to ensure agreed work is delivered.
- Report writing and an understanding of presenting information for different audiences.
- Collating and responding to any requests for information that come into the project.
- Assisting with the research that supports the delivery of work.
- Good ICT knowledge: Intermediate PowerPoint, Word and Excel. Use of MS Teams.

The following experience may be useful to the role but not essential as skills can be developed in the role:

- Developing and updating online information and advice platforms.

#### **Work Environment:**

Agile working. The role is based in Camden's 5 Pancras Square Offices. There may be times when you will work out of other offices such as the Greenwood Centre or other locations in Camden, including voluntary community sector organisations and Integrated Care Board offices to attend meetings. A balance between these sites and working from home is required – with the expectation to be working in Camden more than outside of Camden in any given week.

#### **People Management Responsibilities:**

- The post has no line management responsibilities.
- The post holder may be required to deputise for the Carers Project Officer as required.

#### **Relationships:**

The role requires working collaboratively across the Camden Borough Partnership, including Council and Adult Social Care services, NHS including the Integrated Care Board, NHS, North London Mental Health Partnership, Commissioned carers services, Elected Members including the Cabinet Member for Health, Wellbeing and Adult Social Care and Carers Champion, Public Health, the wider Voluntary Community Sector and Camden citizens and most importantly carers.

- **Internal** – to foster excellent working relationships within the Council with a carers focus. This includes, but not limited to, Children and Learning, who lead on young carers, and Contact Camden. Working with managers and decision makers in London Borough of Camden,. The post holder will also work collaboratively with the Carers Practice Development Lead in Adult Social Care.
- **External** – to build effective working partnerships with carers and with organisations that work with carers across the borough and beyond.
- **External Bodies** – to work closely with the Integrated Care Board, other regulatory bodies and Voluntary Community Sector.

#### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

#### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

#### **Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at

the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

### **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG.

## Structure Chart:

