

Job Profile

Job Title: Project Support Officer (Permanent) – ASC Innovation Team
Job Grade: Level 3 Zone 2
Salary Range: £40,911 - £46,453

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.

We are building an Adult Social Care system in Camden that is based on relationships, love and what matters most to the people who draw on our support. Come and join us on our journey as we embed strengths-based practice and innovate across Adult Social Care (ASC). The Adult Social Care Innovation Team sits within the Strategy and Commissioning Service in Adult Social Care and works with teams across Adult Social Care and the wider organisation to deliver change and innovation.

About the role

As a Project Support Officer in the ASC Innovation Team you will work directly to the Head of ASC Innovation and will support colleagues in the team with the planning and delivery of activities that are within the individual work programmes that they oversee such as CQC assurance, and the implementation of our workforce and coproduction strategies.

You'll be working across a number of different workstreams and projects at any one time, ensuring they are planned, managed and monitored efficiently and effectively. You'll also play a role in ensuring that updates on progress are reported accurately, and in a timely manner. There may also be opportunities for you to take ownership of work streams or areas of responsibility over time and to take on project management for some less complex and low risk strategic work within programmes, presenting this work when required.

The Project Support Officer will support the Innovation Team to drive and deliver service improvement, change and to innovate through:

- **Flexible support delivery:** providing flexible support to projects i.e. our Adult Social Care CQC Preparations, prioritising support to where it is most needed, being mindful of the changing needs and priorities of the team and wider service.
- **Engagement and co-production-** to note, summarise and produce reports on the outcome of residence engagement with an emphasis on recording and monitoring outcomes and actions.
- **Efficient governance:** ensuring well planned and well organised project governance, enabling a culture of strong collaborative working, including supporting in the preparation of reports (occasionally in easy read format) which informs and advises managers within the department.
- **Information accessibility:** providing access to quality project information management arrangements for colleagues to enable project monitoring and reporting of progress, risks and issues to managers and key stakeholders i.e. maintain the Innovation Team risk register ensuring collation of timely updates from managers.
- **Evidence based projects:** supporting the delivery of evidence-based projects that realise key benefits through use of data.
- **Administrative support:** providing administrative support to the team where required and appropriate.

About you

We are looking for someone who has an organised, inquisitive, with a critical mind and an eye for detail who wants to use their skills to help drive change and improvement in Adult Social Care. You'll be passionate about keeping people who draw on our services at the heart of everything we do.

The skills, experience and mindsets that are valued for this role include:

- **An understanding of local government and project management:** You will have an understanding of local government and some understanding of the project management cycle and project management tools and methodologies; employ these skills for example to support our ASC Learning & Development Group, Co-productions groups and Workforce Strategy delivery group.
- **Great communicator:** you will be a confident verbal and written communicator and will have strong relationship building skills. You'll be comfortable building and maintaining relationships with internal and external stakeholders of varying seniority, working on matters that are sometimes complex and contentious, in partnership.
- **Experience of supporting change and managing a complex workload:** you will have experience of supporting services in the day-to-day delivery of change or improvement projects and risk management. You will be able to manage a complex and demanding workload, supporting work across a number of projects.
- **Strong information processing skills:** you will be able to understand, interpret, summarise and present a range of information and data using a range of applications, and will have good attention to detail.
- **Collaboration & Partnerships:** Co-ordinate, arrange and support a variety of engagement activities with ASC staff and stakeholders on behalf of members of the team, including residents, Voluntary and Community Sector organisations and partners across the health and care system.
- **Work ethic and teamworking:** you will have a proven work ethic, be committed to improving outcomes for people who draw on care and support and will be able to use your initiative whilst working as part of a team. You will be excited by the prospect of delivering change within Adult Social Care and will have experience of working proactively in a team to develop and implement better and more efficient ways of working.
- **Good IT skills:** you will be confident using different IT systems.

Work Environment:

The post holder will need to work some part of each week in the office (5 Pancras Square, London, N1C 4AG) as determined in regular discussions with their line manager and project teams. The post holder will be required to work with a variety of teams, and may be required to work across different workplaces.

People Management Responsibilities:

This post has no specific line management responsibilities.

Relationships:

The post holder will need to engage regularly with their line manager and others to enable the work and assignments to be carried out and to build relationships. As well as working with members of their relevant team, the post holder is expected to develop and maintain effective and constructive relationships with colleagues across all parts of the Council, including Council leadership and Heads of Service, as well as people who draw on support, colleagues across the health and care system and other members of the public.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

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. To discover more about Camden and our commitment towards diversity, equality and safeguarding, please visit our recruitment website.

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). 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 or post to 5 Pancras Square, London, N1C 4AG,