**Job Description**

**Job title: PROJECT SUPPORT OFFICER**

**Grade:** 5 **Post number: Directorate: Communities & Intelligence Unit: Communities & Social Policy**

**Principal accountabilities**

1. Provide comprehensive administrative and project support to the initiatives of the Social Integration team.
2. Co-ordinate activities and events developed as part of the Social Integration Strategy and Citizenship and Integration Initiative (CII), supporting the team with administration, delivery and reporting.
3. Act as first point of contact for Mayoral correspondence that is allocated to the team, draft responses, ensure that letters are replied to within the GLA's timeframe, and keep records.
4. Manage the planning and organisation of events, meetings, seminars, conferences and workshops for the team.
5. Support the team in its project work, maintain data spreadsheets for project-related work and keep the team updated on issues from the web and other sources.
6. Develop and maintain systems and procedures for the provision of accurate records, including databases, filing and disseminating information on behalf of the team.
7. Realise the benefits of London's diversity by promoting and enabling equality of opportunities, and promoting the diverse needs and aspirations of London's communities.
8. Manage staff and resources in allocated to the job in accordance with the Authority's policies and Code of Ethics and Standard.
9. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary, cross-department and cross-organisational groups and project teams

**Key contacts**

**Accountable to: Social Integration Manager**

**Accountable for:** Administration and co-ordination for activities in the Social Integration Team in the Communities and Social Policy Unit.

**Person specification**

**1. Technical requirements/experience/qualifications**

1. Experience of successfully managing and delivering an administrative support function and undertaking a range of tasks related to this function, including proactively managing and delivering a personal administrative/support function to a manager and maintaining confidentiality.

2. Ability to represent the manager and team to others in an effective and high-quality manner.

3. A good level of expertise in the operation of standard office information and communication technology applications, including e-mail, internet, word processing and spreadsheets.

4. Understanding of (and commitment to) how the GLA's aims to take a strategic lead in combating discrimination and promoting the equality of opportunities can be supported in this role.

**2. Behavioural Competencies**

**Stakeholder Focus**  
... is consulting with, listening to and understanding the needs of those our work impacts and using this knowledge to shape what we do and manage others' expectations.

Level 1 indicators of effective performance

* Listens to understand requirements without making assumptions
* Demonstrates an enthusiastic and 'can do attitude' to all requests
* Provides timely, accurate and personalised responses
* Provides a polite and helpful first point of contact for stakeholders
* Learns from feedback to improve personal service to others

**Managing and Developing Performance**

... is setting high standards for oneself and others, guiding, motivating and developing them, to achieve high performance and meet the GLA's objectives and statutory obligations.

Level 1 indicators of effective performance

* Keeps up to date with new processes and information in own role
* Seeks opportunities to develop, taking responsibility for own personal development plan
* Takes a methodical and consistent approach to completing work in line with personal objectives
* Seeks clarity on objectives, ensuring a good understanding of expectations
* Openly shares constructive feedback, supporting the delivery of own and others' work

**Planning and Organising**  
... is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

Level 2 indicators of effective performance

* Prioritises work in line with key team or project deliverables
* Makes contingency plans to account for changing work priorities, deadlines and milestones
* Identifies and consults with sponsors or stakeholders in planning work
* Pays close attention to detail, ensuring team's work is delivered to a high standard
* Negotiates realistic timescales for work delivery, ensuring team deliverables can be met

**Problem Solving**

... is analysing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions.

Level 1 indicators of effective performance

* Breaks down work issues, seeking further information if necessary
* Provides workable solutions to solve immediate work problems
* Makes suggestions and implements improvements to personal work processes
* Actively supports new initiatives and tries different ways of doing things
* Learns from others' experiences

**Responsible Use of Resources**

... is taking personal responsibility for using and managing resources effectively, efficiently and sustainably.

Level 1 indicators of effective performance

* Demonstrates awareness of the GLA's commitment to value for money and responsible use of resources
* Works independently using own time and that of others effectively
* Takes action to avoid unnecessary waste and cost
* Reduces personal impact on the environment by reducing use of, reusing and recycling resources
* Shows understanding of relevant budgets and how they apply in own work environment

**Responding to Pressure and Change**

...... is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift.

Level 1 indicators of effective performance

* Stays calm in pressurised and demanding situations
* Responds flexibly to changing circumstances
* Recognises when unable to cope and asks others for help
* Demonstrates openness to changing work priorities and deadlines
* Maintains personal well-being and achieves a balance between work and home life

**Working Patterns**

**Reasonable adjustment**

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.