Role profile

**Public Health and NHS Health Check Project Support**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Public Health |
| **Reports to** | Senior Project Support Officer / PA |
| **Job family** | Professional and Technical |
| **Grade**  | D |
| **Political restricted?** | N |
| **DBS required?** | N  |
| **Date**  | September 2024 |
| **JE Code** | JE1090 |

Key deliverables

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| **1** | To provide comprehensive project and administrative support for the NHS Health Check programme for Bedford Borough, Central Bedfordshire, and Milton Keynes public health.  |
| **2** | To support financial processes for the shared public health service including raising purchase orders, liaising with suppliers, and ensuring invoices are dealt with promptly and accurately for payment. |
| **3** | To provide administrative support to the public health team including preparing meeting agendas, booking meeting rooms or venues, minute taking, and timely distribution of papers before and after meetings. |
| **4** | To generate project management documents (e.g. report templates, spreadsheets, or presentations), and keep these up to date throughout the project. |
| **5** | To be the first point of contact for the Public Health team, monitoring the email inbox and incoming telephone calls, and responding as needed. This may be answering the queries, resolving issues, or forwarding to relevant colleagues for a response.  |
| **6** | Sharing communications with partners to ensure they receive information in a timely way. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | NQV Level 3 administrative qualification, or relevant experience. |
| **2** | Competent in using IT systems and Microsoft applications to a good standard, including Word, Excel and Power Point, with accurate typing, note taking and data entry skills.  |
| **3** | Experience of using financial systems (such as ERP or similar); proven ability to process financial information accurately and within specified timescales.  |
| **4** | Strong organisational skills, with the ability to manage your own workload and prioritise tasks to meet deadlines; good judgement skills - knowing when to take action, ask for support, or escalate.  |
| **5** | Good communication, customer service and interpersonal skills; able to communicate well in person, over the phone and by email. |
| **6** | Ability to work well within a team, being self-motivated and able to demonstrate initiative, making suggestions and feeding back to improve performance or processes.  |

Job family

**Professional and Technical (Grade D)**

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| **Colleague expectations*** Be professional at all times
* Work together for the good of the team, city council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Manager expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Professional and Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing city council assets, the development of policies and procedures and the strategic direction of the functions they support.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level roles solve varied problems and have a work horizon several weeks ahead. They are proactive in seeking solutions to unexpected issues and their experience allows them to work independently within the limits of their team responsibility.

**The knowledge and skills required**

Well versed in the complex technical procedures of their specialism, job holders will have undergone dedicated formal education/training in the development of their expertise. This level is also appropriate for those with graduate level qualifications conferring a theoretical understanding of their field, but without a great deal of specific experience.

While the majority of roles will have demands for manual dexterity in relation to typing and similar functions, other jobs will use a range of equipment requiring precision in their use and handling.

**Thinking, planning and communication**

Job holders will need to make judgements as well as creative choices related to the tasks they carry out and the advice or guidance they give others. Problems are likely to crop up quite regularly and their solutions will come from both standard practice guidelines and reliance upon job holders’ technical expertise in their particular discipline. Job holders will deal with many day-to-day issues but will also be required to plan ahead several weeks ahead to achieve personal and team goals.

The terminology used within job holders’ specialism can be a barrier to communication, so job holders will need to exercise their interpersonal skills to effectively exchange factual information with a range of audiences. Job holders will help others understand issues and make choices, guide and advise, offer choices and suggest alternatives.

**Decision making and innovation**

Job holders enjoy some autonomy in determining the best practical approach to meeting goals and targets. Although working in a team context where working to recognised procedures ensures consistency, they will need to respond independently to unexpected problems and situations, referring particularly unusual or difficult issues to a manager.

**Areas of responsibility**

At this level, rather than provide a straightforward service to others, job holders will need to carefully assess their specific needs and tailor their response appropriately. Alternatively, some roles will be responsible for implementing regulations in such areas as public health, housing or democratic governance.

There will be no supervisory responsibility at this level, but job holders may assist with the orientation of new starters, volunteers or students.

Given the diversity of jobs, the specific nature of responsibilities will depend upon the needs of the team. They are likely to be either financial accountability at the level of regular cash handling or monitoring/spending from an agreed budget or the careful use and maintenance of significant Council assets such as vehicles, equipment, information and resources.

**Impacts and demands**

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The problem solving and decision-making elements of these jobs mean that job holders require lengthy periods of enhanced mental attention to attend to duties, while also dealing with deadlines, interruptions and conflicting demands.

Duties will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Many Professional and Technical job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments. Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.