

JOB DESCRIPTION

Job Title	Project Support Officer		
Directorate	Children, Families and Education		
Reporting to	Service Improvement Team Manager		
Grade	13		
Evaluation ref:	TR0265	Job Family ref:	
Role Purpose			
To support the Service Improvement Team in the delivery of service improvement projects by co-ordinating administrative tasks, maintaining project documentation, assisting with data collection and reporting and ensuring that quality standards are maintained and that project and change products are produced in a consistent and timely manner. Contribute to quality assurance activities by collating information and supporting the analysis of service performance and user feedback. Work collaboratively with colleagues across the Council and partner organisations to ensure effective communication, scheduling, and follow-up of project actions. Help maintain strong working relationships by supporting meetings, preparing materials, and tracking progress against agreed milestones. Assist in the preparation of reports and presentations that inform decision-making and contribute to the development of evidence-based service improvements. Demonstrate a proactive approach to learning and development, building knowledge of service improvement methodologies and tools.			
Accountabilities			
Support the planning and delivery of service improvement projects by coordinating meetings, maintaining project documentation, and tracking progress against agreed actions. Assist in the implementation of improvement activities across Children's Services by providing administrative support and helping to monitor timelines and deliverables. Maintain systems and processes for project tracking and reporting, ensuring accurate records are kept and shared with relevant stakeholders. Coordinate audit schedules and support the collation of findings and recommendations to inform practice development, using data (quantitative and qualitative) to contribute to the preparation of reports, presentations, and communications. Assist in the monitoring of service and strategic project plans by updating trackers, preparing summary reports, and supporting reporting cycles.			

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Provide administrative support for inspection and planning activities, including scheduling, documentation, and follow-up actions.

Help collate learning from complaints, participation, and other feedback sources, ensuring it is captured and shared with relevant forums.

Assist with the coordination and delivery of specific projects under the direction of the Service Improvement Team Manager and Head of Service QA and Partnerships, ensuring tasks are completed on time and to a high standard.

Maintain and update internal platforms (e.g. SharePoint) with accurate and accessible information about policies, procedures, and service updates.

Uphold the council's values and policies on equality, diversity, inclusion, health and safety, and wellbeing in all aspects of work.

Knowledge/Experience/Skills

	Essential	Desirable
Knowledge		
Basic understanding of service improvement and quality assurance activities.	X	
Understanding of how organisational policies are applied in day-to-day practice, and how they influence service delivery and outcomes for children and families.	X	
Awareness of how policy and practice changes are developed and supported within Children's Services or similar environments.		X
Familiarity with policy and procedures relevant to Children's Services, with a willingness to develop deeper knowledge through learning and experience.		X
Experience		
Awareness of quality assurance processes, performance management, and continuous improvement principles, with a willingness to develop further knowledge in these areas.	X	
Demonstrable experience in a relevant administrative, project support, or service improvement role, ideally within a public sector or children's services environment.	X	

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Familiarity with maintaining accurate records, using digital platforms (e.g. SharePoint, intranet), and supporting the preparation of reports and presentations.	X	
Experience supporting the delivery of projects or programmes, including coordinating meetings, maintaining documentation, tracking actions, and contributing to reporting cycles.		X
Experience of working collaboratively with, internal teams, and external partner organisations to support project delivery and service improvement.		X
Qualifications/Registrations/Certifications		
Educated to Level 3 (e.g. A-levels, BTEC, or equivalent)	X	
Evidence of ongoing professional development, with a commitment to learning and building knowledge of service improvement and Children's Services.	X	
A project support or coordination qualification (e.g. Prince2 Foundation, APM Fundamentals).		X
Skills		
Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016).	X	
Able to communicate effectively with colleagues and partners, both verbally and in writing, to support project coordination and reporting.	X	
Capable of planning and managing own workload, meeting deadlines, and supporting the delivery of project objectives through structured administrative support.	X	
Able to think critically and contribute ideas to improve systems and processes within the team.	X	
Willing and able to assist others in learning and development by sharing information and helping coordinate improvement activities.	X	
Comfortable offering constructive support and challenge to help colleagues reflect on practice and focus on positive outcomes for children and families.		X

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Working Conditions

Dimensions of the role

Audit Coordination: Helps coordinate and track the delivery of approximately 10–15 audit cycles per year across Children’s Services, ensuring timely scheduling and collation of findings.

Inspection Support: Provides project support for at least 1 regulatory inspection per year (inspections subject to regulatory bodies announcements)

Team Diagnostic Support: Project support and administration for approximately 30 team diagnostics per year

Project support: Typically supports 3–5 active service improvement projects at any one time, contributing to planning, documentation, and reporting.

Administrative support: Monitoring shared mailbox, team diagnostic tracking, calendar invites, room bookings etc

Working Arrangements

Somerset Council’s Dynamic Working Strategy will be applied to this position.

Corporate Accountabilities

Understand, uphold, and promote the aims of the council’s equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: 23/10/2025