



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Programme Support Officer in Public Health	Role Profile Number: BSN134
Grade: L	Date Prepared: January 2022
Directorate/Group: Adults, Public Health	Reporting to: Public Health Principal
Structure Chart attached:	No

Job Purpose

To provide a comprehensive programme of administrative and project support to identified managers in Public Health to ensure the delivery of a range of Public Health Programmes but in particular to support the team in response to the Covid-19 Pandemic. This will involve arranging, attending urgent outbreak meetings, taking accurate minutes and follow up actions as a matter of urgency. It is essential that programme outcomes are delivered on behalf of Public Health and SBC as a whole.

Key Accountabilities

1. Support the Public Health team with the co-ordination and preparation for Covid-19 outbreak meetings and administration of the Priority Testing Programme. Will attend strategic planning groups whilst assisting with the management of the team's daily Covid-19 workload, diary management, distributing work tasks and attending meetings as required.
2. Service delivery will be achieved by managing priorities, and where necessary, drawing on expertise from across the wider talent pool that makes up Public Health.
3. Work closely with colleagues to ensure Programme Managers' time is managed effectively. Excellent organisation and prioritisation skills to manage diaries effectively taking into account changing priorities that impact on appointments.
4. Responsibility for co-ordination and collation of Covid Action Plans, meeting minutes and action trackers. Responsibility for Covid Response inbox and follow up of arising queries.
5. Prepare materials for presentations and assist in the organisation of pandemic partnership meetings as appropriate.
6. Assist in the programme support for the wider public health team including organisation of meetings and liaison with local NHS, Voluntary Sector and Council partners as required.
7. Data analysis and production of reports for public health managers as required.
8. Tracking and Following up of action points to ensure they are completed in a timely manner.
9. Maintain an up to date and thorough knowledge of all services offered through the Public Health Team,

in order to offer a consistent and effective level of advice and accurate signposting.

Knowledge and Experience

- Senior Secretarial training to RSA Level 3 or equivalent.
- Public Health experience working with NHS, voluntary sector and Local Authority providing specialist public health support and information to colleagues at all levels.
- Ability to learn quickly and undertake tasks efficiently and accurately, working to tight deadlines in an often confidential and stressful environment.
- Ability to work with multi-agency partners to identify priorities and develop residence within the team to deliver on these priorities.
- Excellent office administration experience including compiling document and reports in both Word, MS Teams and Excel using databases to collate data.
- Excellent oral and written communications skills.
- Excellent customer service skills and interpersonal skills, with attention to detail in delivering administrative tasks.

Decision Making:

- Working within the Public Health framework and able to work independently under the supervision of the Business Manager and Public Health Programme Managers.
- Set timescales, resolve problems and balance a number of different issues depending on urgency/priority.
- Assess and prioritise diary management for the Public Health team to include resolution of meeting conflicts.
- Ability to assess and advise on any changes needed to current programmes to meet business need.

Creativity and Innovation:

- Identify diary commitment issues and work with the wider Public Health team to ensure all meeting commitments are fulfilled.
- Creating effective spreadsheets and database to be used for data collection for a variety of programmes.
- Creating reports to present data collection to strategic level groups to enable work streams to progress within agreed timescales.
- Using innovative solutions to ensure efficient and sustainable support to team within agreed timescales.
- Understand new administrative systems to ensure SBC processes are followed correctly.
- Problem solving and ability to advise on effective way of implementing new processes and procedures with the ability to anticipate and deal with problems in advance.

Job Scope:

- Extensive experience providing administrative support services in line with organisation requirements.
- Sound organisation management experience combined with experience of working in a complex multi-disciplinary environment managing a number of different priorities.
- Excellent ICT skills and experience of using Word, Excel, Powerpoint and MS Teams using these tools to develop creative solutions to support projects and key activities.

- Experience in dealing with confidential, difficult and challenging situations in a calm and patient manner.
- Experience in providing administrative project management support including production of project documentation.
- A confident approach to dealing with colleagues, members of the public and senior staff in other agencies.
- Ability to liaise and communicate with others verbally and in written format, liaising with team members dealing with sometimes sensitive information with confidentiality and tact.
- Understand the political structure of the Council as well as relationships with other key public health partners such as Public Health England, Clinical Commissioning Groups and local general practitioners.
- Strong team player with the ability to negotiate or influence change diplomatically but also ability to work on own initiative.
- Ability to be flexible and adaptable across a range of tasks, working for a range of people.
- Awareness of key corporate decisions, values, strategies and policies in order to understand the corporate priorities and give appropriate advice and information as required to customers and partners.
- To uphold and comply with the statutory provision of the Health & Safety at Work Act 1974 and any other associated legislation or Council policies and procedures.
- To understand and comply with the Council's Equal Opportunities Policy.

Budget and resources:

- Receive and process invoices for a range of public health programmes and services allocating payment from the relevant budget code.

Contacts and Relationships:

- Daily contact with Public Health Programme Managers to undertake required administrative tasks, arrange meetings and assist with queries.
- Daily contact with the Public Health Business Manager to discuss urgent priorities.
- Regular contact with business support staff across the Council to resolve diary conflicts and progress work stream actions.
- Regular contact with external partners to include General Practitioners, Acute Trusts, Clinical Commissioning Groups and other local authorities to resolve queries, gather data and follow up any outstanding actions from strategic and planning group meeting.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	