

Project Support Assistant

(Salary as advertised)

London

37.5 hours

Fixed Term

1. Main purpose of the role

As the Project Support Assistant, you will support the Head of Services, Performance and Operations Managers in the day-to-day delivery of good practice in WDP services.

This will involve providing administrative support to operational meetings, supporting changes to services and implementation of new projects in line with WDP policies and procedures.

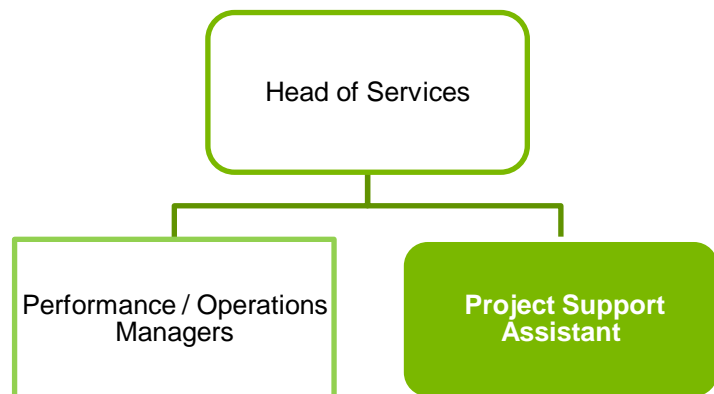
To achieve this, you will have strong administrative and organisational skills and be able to build and maintain effective relationships with staff across WDP services, the management team and head office departments. You will work as part of the Operations and Performance team and required to be responsive to the requirements of services.


2. Reporting and working relationships

Reporting relationships:

The post holder will report directly to the Head of Services and will be part of a larger team which includes the Performance and Operations Managers.

This role will have no supervisory responsibility but will need to work with others to succeed.



<p>Working relationships:</p> <p>The post holder will work with the Head of Services, Performance and Operations Managers to support day to day changes in services and to promote and support good practise in WDP services.</p>	
3. Role-specific responsibilities	
3.1	<ul style="list-style-type: none"> ▶ Provide administrative and organisational support to the Head of Services, Performance and Operations Managers in the day-to-day delivery of good practice in services.
3.2	<ul style="list-style-type: none"> ▶ Develop a full understanding of how WDP provides services at a local level, and support and enable effective communication with all central departments on a wide range of issues e.g. Finance systems, Health & Safety, Quality processes.
3.3	<ul style="list-style-type: none"> ▶ Support the implementation of new projects and new service models in specific locations as required.
3.4	<ul style="list-style-type: none"> ▶ Support the Single Point of Contact (SPoC) system across WDP services and provide an overview for all on-call systems.
3.5	<ul style="list-style-type: none"> ▶ Ensure good channels of communication are maintained with all appropriate WDP colleagues, external professionals, partner agencies, and stakeholders.

3.6	▶ Support services in their understanding and adherence to all WDP policies and procedures.
3.7	▶ Show excellent team working and a willingness to work flexibly to undertake any task or responsibility that may be appropriate or required.
3.8	▶ Attend and minute internal and external meetings as required.
3.9	▶ To undertake agreed training and professional development.
3.4	<p>General accountabilities</p> <ul style="list-style-type: none"> ▶ To be an active and positive member of the team ▶ To participate constructively and positively in staff and other meetings to promote and support communication channels within the organisation ▶ To comply with WDP's policies and procedures ▶ To comply with all health and safety policies and guidelines, taking responsibility for your own safety, that of colleagues and others as applicable. ▶ To comply with Infection Prevention and Control policies ▶ To observe professional integrity in relationships with all stakeholders ▶ To treat all information acquired as a result of your employment at WDP as confidential, complying with all relevant policies and procedures.
<p>4. WDP's commitment to you</p>	
<p><i>WDP works within the following framework and requires all employees to do the same.</i></p>	
4.1	<p><u>Equal Opportunities</u></p> <p>WDP is committed to promoting anti-discriminatory practices within society, its organisation and in the promotion of its services to the community. WDP expects all employees to understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination and where necessary to undertake any appropriate training.</p>
4.2	<p><u>Recovery</u></p> <p>WDP is a recovery focused organisation. Our staff and volunteers are committed to helping our service users improve their health and wellbeing, and to become free from dependency.</p>
4.3	<p><u>Career Development and Progression</u></p>

	At WDP we actively encourage career progression from the talent we have from within and we strive to provide not only promotional progression but to develop a specialist and lead responsibility roles with teams and other services within WDP.
4.4	<u>Safeguarding</u> WDP is committed to ensuring the safeguarding and wellbeing of children and vulnerable adults, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.
4.5	<u>Care Quality Commission (CQC)</u> Many of WDP's services are monitored, audited and regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. Whether or not a particular service is registered, we believe CQC represents the minimum standard we expect for all of our services. We therefore work with all of our staff to make sure that every WDP service provides people with safe, effective, compassionate, high quality care and we encourage our services to learn and improve.
5.	Your commitment to WDP
5.1	<u>WDP Vision, Mission and Values</u> Promoting and understanding the values, vision and mission statement of WDP. To understand what it means to you in your respective role, to your team and to service delivery.
5.2	<u>Vulnerable children and adults</u> Demonstrating an understanding of and commitment to best safeguarding practice. Taking immediate and appropriate action as required.
5.3	<u>Boundaries and behaviours</u> Observing professional integrity in relationships with service users, peers and other relevant professionals.
5.4	<u>Health & Safety</u> Being responsible for your health and safety and that of colleagues and service users. Employees should co-operate with management and follow established systems of work, use protective equipment where necessary and report defects and hazards to management.
5.5	<u>Confidentiality</u> Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.

5.6	<p><u>Information Governance</u></p> <p>Applying information governance processes to ensure all necessary safeguards are in place regarding personal information – and its appropriate use – about our service users, workforce and members of the public.</p>
5.7	<p><u>Continuous Professional and Personal Development</u></p> <p>Working within a learning organisation, seeking learning opportunities either by attending learning and training events either externally or internally to improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.</p>
<p><i>The above is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of WDP.</i></p>	

Person specification		E/D	Measured by
Essential and desirable requirements (E & D) for the role and assessing and testing the necessary level of competence required for this role either via the application form (A); interview (I); and/or exercises (E). Please note - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.			
1.	Education, knowledge and experience		
1.1	Degree qualification.	E	A/I
1.2	Significant experience of using Microsoft Excel.	E	A/I
1.3	Excellent written and verbal communication skills.	E	A/I
2.	Abilities and skills		
2.1	Ability to provide administrative and organisational support to a busy team.	E	A/I
2.2	Ability to work with operational teams to support actions.	E	A/I

2.3	Ability to support the implementation of new systems and processes.	E	A/I		
2.4	A thorough understanding of IT including Microsoft Office (Word, Excel, Outlook, Access and PowerPoint)	E	A/I		
2.5	Ability to work to tight deadlines.	E	A/I		
2.6	Ability to work independently and on own initiative.	E	A/I		
2.7	Ability to write and present reports.	E	A/I		
2.8	Commitment to equal opportunities.	E	A/I		
3. Working within WDP's framework of commitments to employees					
3.1	A commitment to engaging with, understanding and promoting WDP's values, vision and mission.	E	A		
3.2	A responsibility for your own health, safety and wellbeing as well as those around you (e.g. colleagues and service users).	E	A/I		
3.3	An understanding of and commitment to treating all information acquired through the course of your employment as confidential.	E	A/I		
3.4	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E	A/I		
3.5	A commitment to seek learning opportunities to improve and broaden your own professional knowledge and skills and to contribute to and where relevant oversee the learning of others.	E	A/I		
			Authors		
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	1.0	18 th April	TM		2017