ROLE PROFILE

Role profile	
Title	Senior Support & Research Assistant
Grade	GRADE E
Reference:	**N232**
Reports to:	Senior Support Co-ordinator
Work style Definition	Office based hot–desk/touch down worker
Job Type:	Semi Professional
Primary purpose of role	Provide data management, analytical and research support to all systems across the Chief Executive Office to ensure effective performance reporting, policy development, service planning and completion of statutory and non-statutory returns. Complete specific research as tasked by relevant team members or from business areas to support intelligence, performance management, project evaluation and service self-assessment, as well as policy development, business planning and consultation within a range of areas.

Key accountabilities and key measures	**Role outcomes**	**Role measures**
	▪ Support the development of strategy and reporting. (25%) ▪ Work with key advisors to develop an enhanced offer to Directorates and partners across the city. (25%) ▪ Interpret and analyse complex information, legislation and research. (10%) ▪ Evaluate best practice to produce reports, recommendations, etc. (10%) ▪ Negotiate key requirements with identified partners and interpret data accordingly. (5%) ▪ The job involves working within recognised procedures, which leaves some room for initiative. The work may involve responding independently to unexpected problems and situations with minimal supervision. The post holder does however have access to a supervisor or manager for advice and guidance on unusual or difficult problems. (10%)	▪ Outcome reports in place. ▪ Provide support with tasks carried out in the Lord Mayor's Office and Council House. ▪ Provide event planning support including room booking, organising materials and IT, organisation of pre-briefs and de-briefs.

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Plymouth City Council is committed to providing access, adaptations and alternatives wherever possible, to enable people with disabilities to fulfil the criteria for and to carry out role duties.

	- The post holder will need to be able to work with minimum supervision, seeking advice only on more difficult issues, and manage their own workload, and encourage others to deliver to timescales, reporting to senior managers and members on outcomes. (5%) - Ensure the Communications and engagement, policy and intelligence and governance and oversight functions are supported in the delivery of their work programmes. (5%) - Work closely with specialised areas of the Chief Executive Office to deliver specific products and offers whilst furthering the post holder's knowledge, skills and experience. (5%)	
Key activities	- Support with the management of key stakeholders, liaise with dignitaries as required to support the smooth running of civic events. (5%) - Co-ordinate key meetings to support the organisations' forward plan. (5%) - Develop work programmes to ensure demands are managed across the service areas and ensure all legislative and regulatory requirements are met. (5%) - Timetable and undertake the management of statutory returns and ensure regular up-dated information, advice and support is submitted; liaise with departmental managers and providers such as schools and other partners. (5%) - Benchmark and work with other authorities and partners in relation to identifying area of good practice. (5%) - Analyse and research into best practice set against current delivery to aid service improvement with managers combined with negotiating targets and developing performance-monitoring tools. (5%) - Production of performance-monitoring information through checking, evaluating and undertaking data quality performance reporting, surveys, research collection of data and storage using appropriate electronic data systems. (10%) - Provide planning, research, evaluation support and advice/guidance to service managers and policy officers, undertaking strategic and service planning and operational activities. (5%) - Undertake a policy and research including analysing and interpreting complex data in main aspects of the job function to support performance, planning and policy development and problem solving. (5%) - Oversee the design assessment and evaluation of systems and assist in the implementation of procedural changes. (5%) - Ensure that data requests from other departments are responded to e.g. Freedom of Information requests, other local authorities. (5%) - Provide project and programme management support, including the ordered management of data relating to the projects and programmes. (5%)

	- Assist the Senior Support Co-ordinator with the management of the support and research function through providing supervision including the quality assurance of individual outputs, providing advice and guidance and training to a small team (maximum of 4 people). (5%) - Produce video webcasts of the highest quality. Involves being responsible for the care and use of expensive camera equipment and its operation, directing webcast and live sound/vision mixing. Use of a web based control portal to start and finish the Webcast, along with marking agenda points. The post holder would be required to be in stationary sitting or standing position for long periods of time and on a regular basis, with little to no opportunity to move. (10%) - Management of information including attendance at Information Lead Officer Group (ILOG) and Management of Security Forum (MISF). (5%) - Perform a wide range of administrative duties and specialised functions such as; Webcasting, Risk Management, Health & Safety assessments and specialist referrals, FOIs, SAR'S, Information Management, Councillor Casework, Manage travel and buyers card processes/expenditure and ordering/stock management of equipment and consumables. (5%) - Support with tasks carried out in the Lord Mayor's Office and Council House. (5%) - Support teams across the service with a broad range of activities including the co-ordination of civic events, support with democratic procedures, assistance with the organisation of key meetings across the organisation and with identified partners. (5%)
Essential qualifications/ knowledge	- Knowledge of organisational priorities. - GCSE A*-C (9-4) or equivalent in Maths and English or NVQ level 2 in business administration. - RSA 3 typing or equivalent.
Desirable qualifications/ knowledge	- Experience of developing detailed work plans. - Experience of working across a number of teams. - Experience of managing conflicting priorities. - Experience of working with a number of stakeholders. - Knowledge of the organisations' constitutional requirements. - Understanding of governance and decision making. - A degree either in a numerate or research discipline, or an ability to demonstrate equivalent work based experience in research.
Essential experience	- Proven organisational skills to prioritise and plan workload. - Experience of facilitating meetings and workshops and giving presentations. - A year or more relevant experience of research or policy development in a studying or work environment. - Experience of using ICT including Excel to intermediate level or above to analyse and interpret data and prepare reports. - Experience of interpreting evidence, research and statistics, and to make effective links among research, analysis, policy development and operational delivery.
Desirable experience	Experience of project management, in large complex organisations with political accountabilities, and ideally within local government.

Essential skills	▪ Research, analytical and project management skills as the postholder will need experience with, or the potential to quickly understand and use, large scale data sets involving complex quantitative and qualitative information and will involve planning over the medium term. ▪ High standard of customer service. ▪ Problem-solving or creative skills to interpret information as well as to resolve issues not covered by existing procedures, e.g. identifying data which is not consistent with trends or expectations/assumptions. ▪ Communication skills required to exchange sensitive information, both orally and in writing within areas such as services for vulnerable children and adults. Also advise service managers about policies and plans, and support managers to understand and implement best practice. ▪ Keyboard skills to input data, type reports, research on the internet, prepare for briefs, send and receive emails, managing statistical information and for general office duties. ▪ Advisory, guidance, negotiation and/or persuasive skills to support and challenge the business. ▪ Planning skills to develop future action plans, activities or events in the short to medium term.

Corporate standards

▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.

▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.

▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.

▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation.