Westmorland & Furness Council

# Post Specification

## Post Specification - Key Information

- **Post Title: Education Support Officer**
- **Date: May 2026**
- **Post Group Number: 9028**
- **Job Family: Organisational Support**
- **Job Family Role Profile: OS9**
- **Final Grade: Grade 9**

To be read in conjunction with the job family role profile.

## Service Area Description

Children's Services are ambitious for all our children – we want to provide the right support for them to start well, to both learn and train well in excellent local settings, with the aim of young people becoming confident adults contributing to society as global citizens. Every child is unique and precious; our role is to value and advocate for all our children, working in partnership with their families so that together they play an active part in the decisions that affect their lives.

## Purpose of this Post

To deliver an effective, efficient and customer focussed support to all aspects of the management and co-ordination of education improvement core duties including learning and development support for schools, Alternative Provision and our governor support.

Working with colleagues across the organisation to develop and deliver our education improvement objectives through planning, co-ordination, progress monitoring and support.

To organise meetings and workshops ensuring good administration and timely event planning for the successful delivery of each event and good coordination with attendees.

## Key Job Specific Accountabilities

- Lead the provision of professional project/programme support to sponsors/owners and teams on a number of priority work programmes including governor support , Alternative Provision and learning development
- Establish consistent, fit for purpose processes and working practices across the project/programme team for key project processes such as status reporting, planning, risk/issue management etc, in line with the Westmorland & Furness programme/ project management methodology and associated tools, and promote the value and benefits of these.
- Collect, analyse and report on service specific information to meet stakeholder requirements, updating routine monitoring data and generally maintaining programme data and information.
- Establishing and maintaining an effective business-like relationship built upon trust, integrity and reliability across education and inclusion with project sponsor/owners, wider service managers, elected members, partners, and other external organisations, demonstrating excellence of project/programme support, administration and customer service.

- Provide support to learning improvement staff in planning and organising project/programme boards, workshops, events etc and provide direct support to meetings, where required.
- Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are commensurate with the grade of the post.

## Key Facts and Figures of the Post

- **Budget Responsibilities**: N/A, but may have some responsibility for monitoring project expenditure
- **Staff Management Responsibilities:** N/A, but may have some responsibility for organising and co-ordinating the work of staff, within and across various teams, working on projects
- **Other:** A fairly high-profile role, with the post-holder subject (at times) to working with highly confidential and sensitive information

## Essential Criteria

- NVQ level 3 in business administration (or similar qualification / experience)
- Experience of providing a high level of business information and support across Directorates / Services for a range of officers of varying levels, within a complex, politically sensitive and customer focussed environment.
- Knowledge and experience supporting projects and/or programmes of change using formal project management methodology/processes.
- Understanding of change management and its impact on people and processes
- Excellent organisational and time management skills, ability to prioritise, plan and deliver objectives within an agreed timeframe. Ability to manage own work and work as part of a project team, often working on multiple projects simultaneously.
- Ability to undertake research and analyse data, with excellent written/verbal communication and presentation skills.
- Good interpersonal skills and the ability to build effective business-like relationships with key stakeholders of the service, demonstrating high trust and integrity.
- Customer focussed approach and commitment to excellent customer service.
- Demonstrates high personal standards and quality of work in representing the programme.
- Knowledge of the National and Local Government agenda, current issues and challenges that impact on education service delivery.
- A high degree of computer literacy, including knowledge and experience of working with the Microsoft Office Suite and Corporate Applications.

## Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

## Job Working Circumstances

- **Emotional Demands:** May involve working on multiple and competing priorities at the same time. Involvement in projects which may receive strong opinion and / or opposition from those potentially affected.

- **Physical Demands:** Predominantly office / home based, with minimal physical demands.

- **Working Conditions:** Predominantly office / home based but may be required to travel around county to varied council (and potentially partner) offices / sites.