

Job Description

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| Job Title | Effectiveness Co-ordinator |
| Grade | PO1 |
| Reporting To | Head of Effectiveness |
| JD Ref | BUS0112P |

Purpose

The post holder will support the development and delivery of a variety of projects across Children's Services, in line with Children's Services business plan and the wider Council Plan, undertaking administrative, organisational and co-ordination tasks to ensure successful delivery and continuous improvement within services.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.
- Apply effective and consistent project oversight to ensure successful project initiation, planning, control and closure to optimise effective project delivery.

Communication, Engagement and Training:

- Lead on and implement a robust project plan and underpinning work plans, setting clear targets and activity.
- Communicate project milestones and objectives clearly to those directly involved in the projects and programme as well as with wider stakeholders.
- Establish and maintain relationships with relevant colleagues and stakeholders to ensure collaborative working.
- Communicate effectively with key stakeholders including Assistant Directors and Heads of Service in relation to project developments and progress.
- Develop a clear and accessible communications plan relevant to the needs of the project or programme, which ensures key stakeholders including elected members, community organisations and members of the public are aware of developments.
- Identify and report any issues or barriers to the implementation of the project, report to the Project Board/Group and where appropriate raise through exception to Senior Lead Officer.

Data Analysis and Decision-Making:

- Produce detailed analysis reports on progress against key milestones in the project, including expenditure and budgets, if required.

Performance Management:

- Ensure that projects are being delivered within the specified tolerances such as benefits, cost, quality, risk, scope and time.
- Manage the collation of evaluation tools including data sets, audits, and surveys to ensure the evaluation element is both co-ordinated and timely.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Quality check all aspects of the functionality and work alongside key officers to ensure corporate compliance is adhered to.
- Develop, implement and maintain all relevant project documentation, including project plans, risk registers and other relevant reports to ensure accurate and efficient project delivery.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- NVQ Level 5 or equivalent and/or substantial experience.

Desirable

- Educated to Degree level.
- Other training relating to IT, information systems, software.

Knowledge & Skills

- Excellent numeracy and literary skills with the ability to deliver high quality project documentation.
- Knowledge of a range of database/ systems used by both Wirral Council and partner agencies.
- Sound analytical and problem-solving capability.
- Ability to plan and organise a range of activities and priorities within a focused area of service.
- Ability to gather and interpret information.
- Good team working, collaboration and partnership working skills.
- The ability to manage a varied workload and deliver to deadlines.
- Ability to operate within a complex service area.
- Highly proficient and competent in Microsoft Office suite.

Desirable

- Project management qualification e.g. PRINCE2
- Ability to design and maintain project libraries (electronic and hard copy)
- Knowledge of updating websites



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Experience

- Demonstrable experience working with a range of agencies, partners and services.
- Experience in project support and development of project plans
- Experience of collating and analysing data, benchmarking information, and monitoring budgets
- Supporting and configuring information systems.
- Computer skills, particularly accurate data input, manipulation and retrieval of data
- Working with a range of reporting tools.
- Producing needs analysis reports and analytical written reports.
- Awareness of operational issues and pressures.
- Ability to work creatively and innovatively.
- Capable of working to and meeting multiple deadlines in a challenging and dynamic environment with a high level of autonomy, using own initiative.
- Knowledge and experience of Data Protection, sensitive information and appropriate storage of information.

Desirable

- Working within adults and /or children's services areas.
- Development of Communication Strategies and use of different media to inform a wide variety of stakeholders
- Production of staff and activity baselines for use in projects / workstreams
- The ability to be flexible, prioritise and organise a busy workload within a complex project environment.
- Experience of evaluation and collation of information and data
- Excellent communication and presentation skills, with an ability to present clearly and persuasively.



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Additional Information

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the job role holder. It is not a definitive statement of procedures and tasks but sets out the main expectations of the Service in relation to the job role holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: M Berry - Interim Head of Service

Date Of Approval: 25.02.2026



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