

## Job Description

<b>Job Title:</b> London Innovation and Improvement Alliance (LIIA) Project Support Officer SEND/LIIA General	<b>Service Area and Team:</b> London Innovation and Improvement Alliance (LIIA)	
<b>Grade:</b> B	<b>Post Number and evaluation number:</b>	<b>Date last updated:</b> 01/04/2026
<b>Reporting to (Line manager of post):</b> LIIA – Head of Delivery, Rula Tripolitaki	<b>Responsible for (Inc Staff and budget responsibility):</b> N/A	
<p><b>Our Values:</b></p> <p><b>Trust Through Collaborations</b> - We believe collaboration helps us learn, grow, and explore new ideas – giving us the confidence to experiment, be creative, and deliver a real impact. We foster a culture of trust where open, honest conversations are valued and it’s safe to challenge.</p> <p><b>Rooted in respect</b> - We respect the different cultures, backgrounds, and perspectives represented within London Councils, our partners, and all who live and work across London’s boroughs. We create space for every voice to be heard and valued. We call out current, historic, and systemic prejudice, seek out different views, and act with integrity to achieve fairer, more equitable outcomes</p> <p><b>Driven by Purpose</b> - We are driven by our individual and collective purpose to make London a better place for everyone who lives in, works in, or visits the city we’re proud to call home. Our commitment to making a positive, meaningful, impact across all London boroughs and communities shapes our actions and guides our decisions.</p> <p><b>Equality and Diversity</b> - We are committed to and champion equality and diversity in all aspects of employment with the London Councils. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work</p> <p><b>Health and Safety</b> - Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.</p>		

### Overall Purpose of Job:

LIIA has a varied and exciting programme of work, delivering research, joint projects and policy advocacy to support the work of London Local Authority children’s services. Through doing this, LIIA makes a positive difference to London’s children and families. The Project Support Officer will support this work.

This role will support the growing LIIA Programme, with a specific project officer post focused on SEND depending on the postholder’s expertise. The roles will contribute to the wider LIIA team, providing cross-cutting support to strategic workstreams and

pan-London collaboration on improvement priorities. This will require high-quality communication with local authority colleagues and other stakeholders, project management, organisation and administration of meetings and workshops, and provision of administrative and support services.

### **Key Tasks and Accountabilities:**

1. Support development and growth of the wider LIIA portfolio, working with programme leads, sub-regional groups and local authority partners.
2. Compile progress reports to inform programme boards, governance groups, networks and senior stakeholders including the ALDCS Leads and LIIA Strategic Leads.
3. Support the coordination of relationships between local authorities and key partners across the SEND system, including in areas such as commissioning, workforce, and inclusion.
4. Provide organisational support for LIIA internal and external meetings and workshops, including ALDCS work groups, ensuring agenda items are identified, reports and presentations received, minutes produced, and actions tracked.
5. Support LIIA's policy advocacy and programme development work through desk-based research, analysis, surveys and preparation of briefings, interpreting and presenting information as required.
6. Support general LIIA administration, including scheduling, records management and maintaining up-to-date contact and stakeholder lists.
7. Assist in the planning and delivery of events, publications and briefing notes for a range of stakeholders.
8. Contribute to content development and monitoring of communications across LIIA channels, including newsletters, web updates and social media, and identify opportunities for improvement.
9. Support stakeholder engagement programmes across the LIIA portfolio, including the ALDCS SEND Programme, and assist with identification and engagement of key partners.

### **To undertake all responsibilities listed below:**

1. Contribute to the development of the directorate, its work processes, personal and team development and other organisational practices.
2. Build and maintain effective working relationships with colleagues, customers and partner organisations and to lead on or contribute to joint project working with them.
3. Contribute to, support and comply with London Councils' equality and quality standards, and implement those standards within the areas of responsibility of the post.
4. To support the division and corporate board in contributing knowledge and expertise in the development of corporate initiatives and policies and to adhere to London Councils' corporate policies, procedures, regulations and protocols.
5. To take care at all times to uphold health and safety at work for self and others. To observe London Councils Health and Safety policy and related procedures at all times.

6. Carry out any other duties appropriate to the post.

**Note**

This job description may be subject to review in the light of changing circumstances. It is not intended to be rigid or inflexible but should be regarded as providing guidelines within which the post holder works. Other duties appropriate to the band may be assigned from time to time.

## Personal Specification

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<b>Reporting to (Line manager of post):</b> LIIA – Head of Delivery, Rula Tripolitaki	<b>Responsible for (Inc Staff and Budget):</b> N/A	

### IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the CV and/or sifting questions, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

### EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Councils. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

### PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	METHOD OF ASSESSMENT
<b>KNOWLEDGE:</b> <ol style="list-style-type: none"> <li>1. A basic understanding of the structure, responsibilities and priorities of local authority children’s services.</li> <li>2. An awareness of key challenges facing children’s services, including areas such as SEND, commissioning, workforce and service delivery.</li> <li>3. Some familiarity with the SEND system, including terminology, processes and the role of local</li> </ol>	Sift Questions/Interview and/or Anonymised CVs

<p>authorities in delivering SEND services, is desirable</p>	
<p><b>EDUCATION/QUALIFICATIONS</b></p> <p>We welcome applications from candidates with a range of educational backgrounds. This may include a degree or equivalent qualification, but we are equally interested in candidates who can demonstrate relevant skills, experience, or a strong interest in public service, project delivery, or children’s services.</p>	<p>Sift Questions/Interview and/or Anonymised CVs</p>
<p><b>SKILLS AND ABILITIES:</b></p> <ol style="list-style-type: none"> <li>1. Good oral and interpersonal skills.</li> <li>2. Ability to monitor, process and produce numerical information to present monitoring data.</li> <li>3. Ability to use Windows-based software applications, including Microsoft Outlook, Word, Excel and PowerPoint.</li> <li>4. Use of creative platforms such as Canva and video creation applications.</li> <li>5. Excellent organisational skills, to be able to manage their own workload and prioritise between conflicting demands to contribute to an efficient office environment.</li> <li>6. Ability to build and form working relationships and work flexibly, across professional and operational boundaries.</li> <li>7. Ability to work independently and show initiative.</li> <li>8. Ability to maintain confidentiality in dealing with a variety of sensitive issues.</li> <li>9. Good understanding of and a commitment to equal opportunities issues, and in particular their application within local government.</li> </ol> <p><b>EXPERIENCE:</b></p> <ol style="list-style-type: none"> <li>1. Proven administration support experience</li> <li>2. Proven experience delivering projects</li> <li>3. Written communication skills, with experience in taking accurate notes of meetings, writing concise summaries for distribution and</li> </ol>	<p>Sift Questions/Interview and/or Anonymised CVs</p>

<p>developing written content for different audiences, including website, newsletter and social media.</p>	
<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <ol style="list-style-type: none"> <li>1. A good team player, comfortable with working in small teams and with a commitment to working in partnership with colleagues within the LIIA and within London Councils as a whole.</li> <li>2. Excellent attention to detail and commitment to producing high quality work.</li> <li>3. Highly motivated, enthusiastic with a “can do” mind-set.</li> </ol>	<p>Sift Questions/Interview and/or Anonymised CVs</p>

## London Councils Behaviours:

### Trusted through Collaboration - How we demonstrate this Value (behaviours):

- We create **trusting relationships** where we value feedback and it’s safe to challenge, and we treat sensitive information with respect
- We are transparent, **accountable, and open** in how we work with each other, our members, and our partners
- We **communicate** clearly and openly, ensuring information flows freely across all levels and functions, so everyone feels included and valued
- We **learn, develop, and innovate** through our collaborative approach – sharing our knowledge to deliver better outcomes

### Rooted in Respect - How we demonstrate this Value (behaviours):

- We engage respectfully, by **listening** actively and **responding** thoughtfully, recognising the value in others’ contributions and feedback
- We embed **equity** and **equality** in our decisions, processes, and daily actions
- We **challenge** bias and remove barriers to fairness and inclusion, recognising that fairness requires addressing unequal starting conditions
- We create a welcoming, **inclusive** environment where everyone feels they belong

### Driven by Purpose - How we demonstrate this Value (behaviours):

- We **work together** to maximise our personal and collective impact
- We **listen** carefully to our members, communities and partners, making sure their needs shape our shared goals
- We **adapt** quickly and **learn** continuously to continue delivering meaningful change

- We stay **united** and **focused**, even when priorities shift and challenges emerge