

Post Specification

Date	May 2025
Post Group Number	PG6958
Post Title	Development Assistant
Job Family	Business Support
Job Family Role Profile	BS6
Final Grade	Grade 6

To be read in conjunction with the job family role profile

Service Area description

Active Cumbria is one of 43 Active Partnerships covering every part of England and is part of Cumberland Council's Public Health, Customer and Community Wellbeing, and a shared services agreement with Westmorland & Furness Council. Through the provision of leadership, expertise, insight and connectivity, we support local organisations to develop services to achieve a wide range of outcomes through increasing participation in physical activity and sport in communities across Cumbria.

Purpose of this post

In alignment with the values and behaviours of the Council, provide effective and efficient development support across a range of interventions, programmes, events and service areas.

Key job specific accountabilities

1. Organise and provide responsive, flexible, effective and efficient development support to enable the delivery of a range of interventions, programmes, events and services. Liaise with colleagues as required to ensure timescales and requirements are met, and ensure confidentiality is adhered to.
2. Liaise with customers and other stakeholders (internal and external) ensuring a courteous and professional approach. This will include communicating across various channels including, but not limited to, face to face, telephone, mail and electronic media.
3. Plan and prioritise own work and support team working including allocating and checking work and providing support and instruction to colleagues if required.
4. Maintain, input, extract and report on, as required, information into and from various service specific systems including databases, spreadsheets and a range of external online recording systems.
5. To provide information and respond to queries from external and internal customers, and in doing so, undertake problem solving, maintain data integrity and ensure information is managed in a secure way.
6. Provide development support to ensure that services and programmes are marketed, communicated, and evaluated effectively, using a range of channels including website, social media platforms, e-newsletters, Customer Relationship Management (CRM) system, and analytics software.
7. Provide support to development groups and team meetings.
8. Be a proactive member of the Active Cumbria Team contributing to the continuous improvement of the service and the application of national standards including safeguarding and equality and diversity.
9. To undertake such other duties and responsibilities commensurate with the grading and nature of the post.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post	
Budget Responsibilities	<ul style="list-style-type: none"> N/A
Staff Management Responsibilities	<ul style="list-style-type: none"> N/A
Other	<ul style="list-style-type: none"> N/A
Essential Criteria - Qualifications, knowledge, experience and expertise	
<ul style="list-style-type: none"> NVQ Level 2 or 3, or equivalent experience or knowledge in the relevant work area. Knowledge of the procedures in the service area and how to apply them. Knowledge of Health and Safety and related procedures and policies and how they apply to the work area. ICT literate relevant to work area. Thorough working knowledge of relevant software packages. Working knowledge of who colleagues are and what they do. Understanding of how to deal with customers to required standards of service. Working knowledge of processes, procedures and systems within area of operation. Knowledge of service provided in own area and service-specific guidelines. Knowledge of relevant services. 	
Disclosure and Barring Service – DBS Checks	
<ul style="list-style-type: none"> This post does not require a DBS check. 	
Job working circumstances	
Emotional Demands	<ul style="list-style-type: none"> N/A
Physical Demands	<ul style="list-style-type: none"> N/A
Working Conditions	<ul style="list-style-type: none"> N/A
Other Factors	
<ul style="list-style-type: none"> N/A 	