

JOB DESCRIPTION

JOB TITLE:	Project Support Officer
MANAGED BY:	Senior PMO Planner
GRADE:	7

BACKGROUND

Working at the West of England Combined Authority

The West of England is a fantastic place to live and work; a place where ideas flourish and businesses grow, and a diverse population calls home. With a highly-skilled workforce, innovative businesses, rich cultural and natural assets, and excellent connections, the West of England competes on a global scale.

In 2017, the West of England Combined Authority was formed to bring the region together to drive economic growth. Significant powers and funding were transferred to the region to support work to ensure residents have better skills, more job opportunities and a better quality of life. In May 2021, the second Metro Mayor for the West of England was elected, and we're working with our regional partners and with Government to deliver against our ambitious agenda, protect the environment and ensure the West of England continues to be a thriving, successful and innovative place for future generations.

Covid-19 has had a big impact on the West of England, and we are leading the regional economic recovery, bringing people together to ensure our region continues to build on its success.

The Combined Authority is made up of three of the region's local councils - Bath & North East Somerset, Bristol and South Gloucestershire. Building on a strong track record of partnership working in the region, the Authority continues to work closely with North Somerset Council. The Authority also the accountable body for the West of England Local Enterprise Partnership.

We are an equal opportunities employer, in line with the Equalities Act 2010, and invite applicants to contact us to identify any additional support needed during the recruitment process.

PURPOSE OF THE JOB

The Combined Authority is seeking a Project Support Officer to work across our Infrastructure Portfolio. The ideal candidate will have worked in a project environment and has an interest in developing their career in project management.

The Project Support Officer will work with the PMO Manager and Programme Managers providing support for key decisions meetings, working alongside project managers to ensure configuration management and project controls are in place. The role will be heavily involved in the day to day running of individual projects and workstreams, organising workshops, assisting with collating information, own configuration management, ensuring approvals are obtained for key deliverables. The role will ensure the project plan and finances are regularly reviewed and updated. This is an excellent role to start your career in project management.

KEY RESPONSIBILITIES

The role will encompass a range of administrative responsibilities and complex project support in an innovative and often fast-paced environment, flexing and adapting with the needs of the Infrastructure directorate including:

- First point of contact for any new starters, ensuring that they are set up and inductions are organised
- Accountable for providing induction training on systems and processes to all new starters, also refresher training as required, including preparing their own material for inductions
- Meeting and event management, including meeting secretariat for the Infrastructure Steering Group, and other programme level meetings, chairing or presenting where appropriate, organising logistics for project-wide events
- Accountable for the records management processes and set up of Infrastructure projects and programmes, ensuring we are compliant with our information and data requirements
- Accountable for configuration management in the City Regions, Bus and FTZ programmes, ensuring the process is clear set out, conducting audits to ensure we are compliant
- To own the Infrastructure SharePoint and internal intranet sites ensuring these are kept up to date
- To own the forward decision plan process, ensuring it is kept up to date and any items are placed on the relevant steering group or meeting agenda.
- To manage the PMO and specific project mailboxes.
- To support Project Managers and Project teams to effectively establish, plan, manage, deliver and control change programmes and projects in line with the project framework.
- To support the PMO Manager to develop, implement and maintain programme and project management structures and tools to enable effective management and delivery of change programmes and projects across the organisation
- Finance administration: Raise purchase orders, monitor spend on staff recharges, chase non-payment of project fees, manage monthly timesheets, input hours against projects in finance tracker.

- In support of the PMO Manager development and maintenance of resourced project plans, including allocation of work packages where appropriate.
- Preparation of project reports including status reports, RAID logs and project dashboards, tracking and analysis of spend and budgetary information across the full project portfolio
- Coordinate stakeholder engagement activities including (but not limited to) emailing stakeholders using mail merge, responding to queries, filing responses and collating feedback in separate documents.

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Good standard of general education
- Excellent IT skills including Outlook, Word, Excel, PowerPoint and database entry and reporting

Experience

- Providing project support for a wide range of projects and programmes
- Excellent information management skills
- Developing documents and presentations in a range of styles and formats
- Event management, including virtual setup, liaison with venues, logistics, invites, set up and delivery
- Meeting support including diary minutes, chairing and presenting

Skills and Competencies

- Good numerical, written and oral communications skills at all levels, with ability to create reports and presentations to a high standard with strong attention to detail
- Training and coaching, able to convey processes to a range of audiences
- Self-motivated, capable of planning and prioritising own workload to meet deadlines
- Flexible and agile with the ability to respond at pace to competing demands
- Able to work as part of a team and build relationships with colleagues in partner organisations, with a focus on excellent customer service
- Appreciation of the importance of discretion and confidentiality

DESIRABLE

Qualifications and Knowledge

- Working towards a project management qualification such as APM
- Experience of providing a range of support in an innovative and fast-paced project environment

REWARDS AND BENEFITS

Staff receive:

- 25 days annual leave, rising to 30 after five years' continuous service, plus bank holidays, pro rata
- Auto-enrolment into the Avon Pension Fund
- Cycle to work scheme and secure bike parking
- Free eye tests for all display screen equipment (DSE) users
- Commuter Travel Club - all employees can sign up to receive discounted monthly bus tickets, unlimited bus travel for work or leisure within your chosen zone, automatic ticket renewal and price freeze for 12 months.
- The Combined Authority has adopted a Hybrid working approach, which enables employees to split their week between working in the workplace and working remotely. Hybrid Working forms just part of the flexible working options that the Combined Authority is offering as the new way of working. Flexible working is an arrangement that enables employees to have a way of working that suits and employee's and employer's needs whilst maintain a work-life balance.

WE PAY THE LIVING WAGE

We're proud to have been accredited as a Living Wage Employer

Living Wage accreditation means that everyone working at The West of England and Combined Authority receives a minimum hourly wage of £9.50 - significantly higher than the government minimum for over 25s, currently £8.72 per hour. It also means that anyone who provides services to, or has contracts with us, must pay the Living Wage, setting the bar for good employer practices in the region. This includes those who provide services to The West of England and Combined Authority, such as cleaning and facilities management contracts, as well as those who have contracts with us - such as IT providers.

