

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Project Support Officer (PSO)</b>
<b>MANAGED BY:</b>	Project Manager
<b>GRADE:</b>	7

### BACKGROUND

The West of England Combined Authority is seeking to appoint a Project Support Officer to join the Infrastructure Directorate.

This is an exciting time to join the West of England Combined Authority. In the last year nearly three quarters of a billion pounds of new investment has been secured for the region. New plans are in place to deliver on Mayoral priorities to improve transport, skills and housing for our residents, take decisive action to tackle the climate emergency, and to support communities facing the cost-of-living crisis. There is a relentless focus on delivery to put the West of England on the map for regional, national and global success.

Led by the regional Metro Mayor, the West of England Combined Authority brings together three local councils, the Local Enterprise Partnership and works with communities, other public services, and industry to deliver for the region.

You will be a key player as we create West of England Sustainable Transport. We are delivering on the big transport improvements people in the region need and deserve, changing how people travel, making journeys affordable, reliable, enjoyable, and safe.

Come and help shape the future of the West of England, a place so many people are proud to call home.

### THE ROLE

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 Project/Programme Managers and Portfolio Management Office (PMO), 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 complex project support as well as administrative responsibilities in an innovative and often fast-paced environment, flexing and adapting with the needs of the Infrastructure directorate including:

- 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 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.
- 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.
- 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 programmes, ensuring the process is clearly set out, conducting audits to ensure we are compliant.
- To collaborate on the Infrastructure SharePoint and internal intranet sites ensuring these are kept up to date.
- 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.
- 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.
- Administrative support for the project organisation, including managing project mailboxes, finance support (raising purchase orders, monitoring spend, managing timesheets, etc.), liaising with new starters to support their onboarding and coordinating stakeholder engagement activities.

## PERSON SPECIFICATION

### ESSENTIAL (MUST HAVE)

#### *Qualifications and Knowledge*

- Educated to degree level in relevant academic subject / or have relevant practical experience.

#### *Experience*

- Providing project support for a wide range of projects and programmes.
- 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.
- Training and coaching, able to convey processes to a range of audiences.

#### *Skills and Competencies*

- Excellent information management and IT skills including Outlook, Word, Excel, PowerPoint and database entry and reporting.
- 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.
- 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

Alongside a competitive salary, we offer an excellent benefits package including:

- 26 days annual leave (31 days with 5+ years of reckonable service) plus bank holidays.
- Generous Employer-Contribution Pension Scheme through Avon Pension Fund.
- Hybrid working to split your week between the office and home to help you achieve the best work/life balance and career goals.
- Learning & Development programmes such as [APM Project Management](#) and [Carbon Literacy training](#) as well as apprenticeship opportunities.
- Support for sustainable commuting to the office, such as cycle to work scheme, secure bike parking, on-site showers and discounted monthly bus tickets.
- Free eye tests for all display screen equipment (DSE) users.

We are based out of a new bright, airy, modern office space, with all the latest technology, under a 10-minute walk from Bristol Temple Meads Train Station. We offer flexible and hybrid working options too if you would rather work from home, or another suitable location.

*As an equal opportunities employer, we invite applicants to contact us to identify any additional support they may need during the recruitment process.*

## 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 £15.17 - higher than the government minimum for over 23s, currently £11.44 per hour. Find out more [here](#).



## WE ARE A FOUNDING MEMBER OF THE GOOD EMPLOYMENT CHARTER

We're proud to have been accredited as a founding Member of the West of England Good Employment Charter. Find out more about the charter [here](#).

