

**JOB DESCRIPTION**

<b>JOB TITLE:</b>	Project Support Officer
<b>MANAGED BY:</b>	Project Manager/Senior Project Manager/Programme Manager
<b>GRADE:</b>	7

**THE ROLE**

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

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 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 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.
- 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 own 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.
- 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.