

JOB DESCRIPTION

JOB TITLE:	Project Officer (Maternity Cover)
MANAGED BY:	Business Growth Junior Project Manager
GRADE:	8

THE ROLE

The West of England Mayoral Combined Authority is seeking to appoint a Project Officer to join the Business Growth team.

Reporting into the Business Growth Programme Manager, the Project Officer will undertake tasks in a specialist service area that provides opportunities for businesses and residents in the West of England, by supporting and managing the delivery of projects and initiatives that drives growth, productivity and sustainability.

Specifically, this role will work in the West of England Good Employment Charter team, engaging organisations and promoting the benefits of becoming a Supporter or accredited Member of the scheme.

They will:

- Manage key projects delivered by the Business Growth Team under the supervision of the Team Manager, with a focus on the West of England Good Employment Charter.
- Actively engage new businesses into the Good Employment Charter and promote the benefits of becoming a Supporter or Member.
- With the wider Charter team, enable the Member accreditation process, providing technical advice and guidance to organisations undertaking the accreditation process.
- Produce a range of marketing and promotional materials including social media, web site content and case studies.
- Be flexible and work with colleagues when they need additional support and resource.
- Work on a range of business and enterprise projects, delivered by the Business Growth team, specifically financial grant projects, requiring a strong level of relevant technical knowledge and experience of approaches to assisting business in the region.

KEY RESPONSIBILITIES

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

- First point of contact for the Business Growth Team, dealing with enquiries and problem solving for the public, funders, project partners and other internal and external stakeholders; using initiative and project knowledge to work autonomously and make real time decisions, knowing when to escalate more major issues; inspiring confidence and trust when providing advice and guidance on project delivery to team members.
- Project promotion, working with the communications team and delivery partners, including coordinating case studies and quotes, producing social media/ web based content and delivering presentations to stakeholders.
- Administration, processing and query handling with internal and external teams including the design and development of advanced IT solutions, finance (monitoring expenditure against budgets, managing quarterly partner reporting data, cross-checking with database to verify and update forecasts), procurement, evaluation and audit; working at pace with a high caseload of diverse activities, reviewing and prioritising to ensure deadlines are met.
- Meeting and event management, including diary management, minute taking, chairing or presenting where appropriate, organising logistics for project-wide events.
- Using detailed knowledge of the specialist service area and joint working with delivery partners, evaluators and database providers for development of project delivery tools, infographics and presentations using a range of MS Office tools and specialist ICT solutions.
- Training staff on using the bespoke EIIT ICT solutions, and associated processes and procedures and reporting; auditing input and associated processes.
- Research as needed to contribute to continuous project innovation, bringing in-depth project knowledge to support continuous improvement.
- Work with a range of teams across the Business and Skills directorate and other key stakeholder across the organisation as project priorities allow, providing a project lead role when required.
- Any other duties commensurate with the role.

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Good standard of general education.
- Excellent functional and technical IT skills including Outlook, Word, Excel, PowerPoint, and database development design and management.
- Knowledge of the local and national business support ecosystem.
- Accredited project management qualification, or equivalent work experience of successful project management.

Experience

- Managing internal and public enquiries by phone, email and face to face.
- Database management including system administration, designing reports, audit and analysis of data.
- Providing technical support for a fast-paced and innovative specialist service area and its associated projects.
- Produce documents and deliver presentations in a range of styles and formats
- Event management.
- Development, design and delivery of internal and external projects.

Skills and Competencies

- Excellent written and oral communications skills at all levels, with ability to create reports and presentations to a high standard with strong attention to detail.
- Public speaking, able to confidently present information to individuals and groups.
- Training and coaching, able to convey complex 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 lead matrix teams and work independently with low levels of a managerial support, in the delivery of a diverse range of projects, with both internal and external stakeholder.
- Able to work as part of a team and build relationships with colleagues in partner organisations, with a focus on excellent relationship building and influence.
- Appreciation of the importance of discretion and confidentiality.

DESIRABLE

Experience

- Experience of developing, designing and delivering projects in an innovative and fast-paced, complex political environment, in a direct project or matrix team environment.
- Development, design and delivery of complex ICT solutions either as stand alone projects or in support of a wider project aim/ objective.
- Experience of working with a broad range of internal and external stakeholder at both a local and national level.