CAJE REF CYM/Wales/2023/0006

APPROVED 17/02/2023







**JOB TITLE Project Support Officer – Band 3**

**JOB OVERVIEW**

The post holder will provide administrative support by assisting in the planning and delivery of Projects, work packages or products.

Working as part of the project team they will be the first point of contact for many staff and will be required to provide support, training, and guidance to other project staff

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| **Main Duties of the Job** | | |
| Provides administrative support to assist with the planning or delivery of a programme / project to deliver strategic objectives.  Working within clearly defined standard processes, escalating risks and issues to the appropriate senior staff as they arise | | |
| **Responsible to** | | |
| **Reporting:** | **Accountable:** | **Professionally:** |
| **Main Responsibilities** | | |
| **Communications**  Deal with initial information requests and enquiries related to the project, the post holder will be required to maintain constructive relationships with a broad range of internal and external stakeholders  As the first point of contact for stakeholders, demonstrate tact and diplomacy when dealing with concerns and provide reassurance whilst escalating to the relevant senior staff  Delivering routine training on project databases/ business administration systems to staff at all levels  Act as a focal point for communications for the programme and ensure the dissemination of information to all identified parties.  **Improvement and Monitoring**  Capture and monitor project risks and issues, bringing them to the attention of more senior programme staff as appropriate  Undertake reporting and analysis of information to support project delivery by using a variety of IT applications.  Facilitate and monitor progress of project and support performance improvement.  **Planning and Design**  Provides administrative and technical support to Programme / Project Managers.  Organise meetings or events and assist in the diary management requirements of individuals in connection with portfolio of work  **Policy Development**  Contribute to discussions with internal project staff about proposed changes that need to occur.  **Finance and Budget**  Responsibility for maintaining and ordering stock/supplies and for providing this service to allocated projects/programmes.  **Management, Leadership and Training**  The post holder will be expected to provide training on project/ business administration system to staff at all levels across the organisation.  **Digital and Information**  To ensure data on project databases and spreadsheets is recorded accurately.  The post holder will be required to develop and maintain the project library, databases, and associated resource lists  Transcribing notes of meetings and maintaining records of attendance, action logs  **Evaluation and Audit**  Undertakes audits and surveys related to the project. | | |

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| **Qualifications and Knowledge** | **Experience** |
| **Essential**  Level 4 qualification in a relevant subject or equivalent experience    Knowledge of techniques for planning, monitoring, and controlling projects. | **Essential**  Experience of working within a demanding/high intensity administrative setting  Experience of successful team working  **Desirable**  Experience of working within the NHS or other public sector body. |
| **Skills and Attributes** | **Other** |
| **Essential**  Developed interpersonal skills with the ability to build relationships at all levels  Able to plan and prioritise workload in order to meet deadlines and deal effectively with conflicting priorities.  Ability to work autonomously and equally effective as part of a multi-disciplinary team.  Proficient in use of standard IT packages eg Microsoft Office with the ability to master new applications. | **Essential**  **Desirable (but not essential):**  Welsh Speaker (Level 1) or willingness to work towards |