CAJE REF CYM/Wales/2023/0007

APPROVED 17/02/2023







**JOB TITLE Senior Project Support Officer – Band 4**

**JOB OVERVIEW**

Working autonomously the post holder will provide high level project and 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.  Supports, facilitates, and monitors progress of projects  Identify risks and reporting to the Programme / Project manager. | | |
| **Responsible to** | | |
| **Reporting:** | **Accountable:** | **Professionally:** |
| **Main Responsibilities** | | |
| **Communications**  Communicate complex business sensitive information and issues related to the project, including briefings and reports.  The post holder will be required to maintain constructive relationships with a broad range of internal and external stakeholders  Use sound communication and negotiating skills to overcome barriers to understanding and delivery and gain mutual agreement in relation to progressing new solutions and service improvements.  Act as a focal point for communications for the programme and ensure the dissemination of information to all identified parties.  **Improvement and Monitoring**  Monitor the progress of a range of work streams, quantifying gaps in resources, identifying risks to delivery and determining the options available for recommendation to the lead that would secure timely action and delivery of the piece of work  Evaluate and assess project performance to highlight areas of risk and provide an appraisal of options for resolution  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.  Apply risk management to co-ordinate project risks and ensure mitigation plans are in place by risk owners  Analyse and interpret trends and derive detailed profiles and plans updating and refining where required.  **Planning and Design**  Plans and delivers specific elements of the project as delegated linking with workstreams and multidisciplinary stakeholders  Use project control methods for planning, scheduling, and tracking of projects tasks  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**  Develops policies and service improvement for a delegated area of work supporting the project/programme.  Responsible for implementing policies related to the project at an operational level  **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**  The post holder will be required to develop and maintain the project library, databases, and associated resource lists  To ensure data on project databases and spreadsheets is recorded accurately.  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 project management.  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.  **Desirable**  Advanced IT skills in a range of desktop applications e.g., Excel, Power BI | **Essential**  **Desirable (but not essential):**  Welsh Speaker (Level 1) or willingness to work towards |