

Job Title: Project Support Officer	
Job Evaluation Number	B757

JOB DESCRIPTION

Job Title: Project Support Officer	Location: Various
Job Family: Business Support	Role Profile Title: BB3 Police Staff
Reports To: Business Change Programme Manager	Band level: 3G
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: Provide day to day support to the projects within programmes and other projects as directed, including monitoring of Project/Programme plans, to ensure effective delivery and benefits realisation.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Support projects using appropriate recognised techniques, for the gathering, recording and analysis of data for use in problem solving, in order to provide effective delivery of project objectives and recommendations to improve end to end systems in Thames Valley.
2. Assist Programme & Project Managers in the production and maintenance of required project management documents throughout the lifecycle of the agreed projects.
3. Provide the Programme Managers with support in managing the projects within a specified programme, to ensure the successful delivery of the Programme and the overall Force Strategy.
4. Support the management of project risks and issues, including the identification of potential issues, risks and tolerances and the development of contingency plans as required. Ensure that risks and issues are escalated as appropriate in order to secure the successful delivery of the project.
5. Provide advice and work in conjunction with project managers, Local Implementation teams and other stakeholders (internal & external) to ensure regular monitoring takes place to ensure projects are coordinated and managed effectively within the requirements of the project framework.

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

Further Comments:

Financial: No direct budget management however, a contributory role in determining best value and efficiencies arising from the project management processes.

Staff: No direct reports however, close working relationships with Programme Managers, Project Managers and other stakeholders engaged in delivery of Projects (e.g. SRO, Heads of Dept, People Directorate, Finance, Property Services).

Help maintain Change Department risk register and keep central registry of local projects risks and issues log to inform strategic planning processes.

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Seasonal pressures around planning and monitoring in relation to force annual planning cycles and force and departmental performance structures.

d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. Good standard of education (preferably to A level or equivalent) including excellent numeracy and literacy skills and relevant project/management experience or ability to gain appropriate skills.	E
2. Proven ability to make decisions and establish priorities under conflicting demands. Excellent planning and organisational skills with ability to work to deadlines on own initiative and high level of attention to detail.	E
3. Recent experience of communicating and influencing successfully at all levels with internal/external customers and suppliers. Excellent interpersonal skills and the ability to form effective relationships with stakeholders.	E
4. Ability to analyse and assess risk and to devise appropriate mitigation/contingency measures.	E
5. Ability to gather and assess information from a range of sources and to produce concise briefing documents including recommendations for future action.	E
6. IT Literate, especially in MS office software including Visio, Excel Spreadsheets, PowerPoint, MS Project and Databases.	E
7. The ability to understand, analyse and generate statistical and financial information in relation to projects and programmes.	E
8. Relevant project/management qualification equivalent (e.g. PRINCE 2), preferably in a relevant discipline.	D
9. Experience of working in a large organisation (in particular change management processes).	D
Additional Comments: Candidates on occasion will be required to travel across the Force area.	