Job Title: Project Support Officer (ESMCP-4 Force)	
Job Evaluation Number	
	C177

JOB DESCRIPTION

Job Title: Project Support Officer (ESMCP - 4 - Force)	**Location:** Surrey, TVP, Hampshire and Sussex
Job Family: Business Support (ESMCP)	**Role Profile Title:** BB3 Police Staff
Reports To: Programme Management Office Manager (ESMCP)/Project Manager (ESMCP)	**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 the Emergency Services Mobile Communications Programme, including monitoring of project plans, to ensure effective delivery, benefit realisation and improved performance. To work regionally, supporting the projects across all four forces.

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 within the ESMCP Programme 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.

2. Assist and support the production, maintenance and monitoring of the required project management documents throughout the lifecycle of the agreed projects.

3. Provide the PMO Manager / Project Manager with support in managing the portfolio of projects within ESMCP and minute taking at Project Board and delivery level meetings, to ensure the successful delivery of the Programme.

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 (internally and externally) to ensure regular monitoring takes place to ensure projects are coordinated and managed effectively within the requirements of the project framework.

6. Produce / collect data sets within Microsoft Office Applications in order to provide accurate data analysis.

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:

The programme is being implemented on a two-regional basis with Thames Valley Police and Hampshire Constabulary; Sussex Police and Surrey Police; as well as Fire Service and

Ambulance Colleagues comprising the South Central and South East ESMCP Regions. This programme is collaborative across four forces.

Financial: Programme Budget in the region of £12m for implementation and £10m for devices. No direct budget management but contributory role in determining best value and efficiencies arising from project management process.

Staff: No direct reports, however close working relationships with Programme Team and stakeholders.

The regional ESMCP implementation is an enabler for future strategic collaborations between the four forces.

The guiding principle of the programme is to develop shared visions for digital access, operational usage, joint procurement opportunities and shared learning across the four forces.

Where applicable and dependent on the project area the role holder can be asked to provide data specific analysis in support of the ESMCP project objectives.

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.

The knowledge or skills required in the role are as follows (essential or desirable):	E/D
1. IT literate, especially in MS office software including: Intermediate level use of Excel Spreadsheets*, PowerPoint, MS Project and Databases.	E
2. Good standard of education (preferably to A level or equivalent) including excellent numeracy and literacy skills and relevant project experience or ability to gain appropriate skills.	E
3. Ability to analyse and devise appropriate mitigation / contingency measures.	E
4. Ability to gather and assess information from a range of sources and to produce concise briefing documents including recommendations for future action.	E
5. 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
6. 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
7. The ability to understand, analyse and generate statistical and financial information in relation to projects and programmes.	E
8. Must have capability to travel to different locations across the four Forces and to manage their own workload, cognisant of programme timelines and capability drops. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential *.	E

9. Ability to lift boxes/crates weighing up to 20kg **.	E
10. Relevant project/management qualification equivalent (e.g. PRINCE2), preferably in a relevant discipline.	D
11. Experience of working in a large organisation (in particular change management processes).	D
12. Knowledge and experience of using Visio.	D

Additional comments: At interview, candidates will be asked to:
* Please see advert for level of Excel use as this will be dependent on the PSO role. For example, some roles may require experience of Data Structures, Pivot Tables and multi- sheet analysis formulae.

** confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.

*** at interview, candidates will be asked to confirm their willingness to undertake relevant Manual Handling Training.

Candidates will be required to undertake relevant training for this role as deemed appropriate by the Programme Director.