

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: Project Manager (Business Support)	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, including monitoring of departmental plans, thus ensuring effective delivery and improved performance.

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

<i>The key result areas in the role are as follows:</i>	<i>% time</i>
1. Support projects within the department, 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 the end to end systems in Thames Valley.	20
2. Assist Programme Manager in the production of the required project management documents throughout the lifecycle of the agreed projects.	20
3. Provide the Programme Manager with support in managing the portfolio of projects within specified programme, to ensure their contribution in the delivery of the Department and Force Strategy.	15
4. Co-ordinate and assist in the monitoring of departmental and other linked plans; such as business continuity and risk management, in order to drive departmental performance and manage risk to the organisation.	15
5. Support management of project risks and issues, including the development of contingency plans by supporting the project managers to ensure risks and issues are escalated where appropriate to ensure successful delivery of the project.	15
6. Provide advice and work in conjunction with project managers, Local Implementation teams and other stakeholders (internal & externally) to ensure regular monitoring takes place to ensure projects are coordinated and managed effectively within the requirements of the project framework.	15

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

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efficiencies arising from the project management processes.

Staff: No direct reports however, close working relationships with Programme Manager and, Members of Management team as appropriate.

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

Bi-monthly performance review, force performance group as required, reporting to SMT monthly, departmental risk register updates, assist with quarterly review of delivery plan, quarterly update on risks and issues, assist in monitoring the business continuity and contingency plans.

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:</i>	<i>E/D</i>
1. Good standard of education 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.	E
3. Recent experience of communicating and influencing successfully at all levels with internal/external customers and suppliers.	E
4. IT Literate, especially in MS office software including Visio, Excel Spreadsheets, PowerPoint, MS Project and Databases.	E
5. The ability to understand, analyse and generate statistical and financial information in relation to projects and programmes.	E
6. Relevant project/management qualification equivalent (e.g. PRINCE 2), preferably in a relevant discipline.	D
7. 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.	