Job Title: Project Support Officer (CTPSE & SEROCU)	
Job Evaluation Number	C017

JOB DESCRIPTION

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

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

The overall purpose of the role is to: Assist the Programme Manager to support the CTPSE and SEROCU by managing, advising on and coordinating strategic projects across the force/regionally/nationally.

b. **KEY ACCOUNTABILITY AREAS**: Defines 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. Ensure the management, planning and delivery of allocated projects under the Regional Projects Collaboration and in support of the Programme Manager, to include (but not limited to) writing project initiation documents, providing advice and recommendations.
2. Co-ordinate and manage the collection of project information and data from departments in CTPSE and SEROCU. Manage data and spreadsheets in order to provide updates for returns as required.
3. Monitor and evaluate project data for quality and accuracy. Liaise with staff to ensure data and information meet monthly and quarterly project deadlines.
4. Provide project management to CTPSE and SEROCU as part of the performance and project team with a minimum of supervision. Co-ordinate actions, manage and update project documentation (updating records such as the risk and issue register) and progress in line with project management principles.
5. Organise project meetings as directed by Programme Manager, liaise with attendees, arrange meeting rooms and distribute project documentation. At the meetings record actions and minutes as required. Re-arrange of meetings at short notice when required; balancing conflicting demands and priorities and provide fast time assistance to deal with business need.
6. As a proactive member of CTPSE and SEROCU Business Support team provide advice and support to the project management regime, enabling continuous improvement.

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

Further Comments:
This is a post which is required to support the project management regime in CTPSE and SEROCU.
The post holder will play a critical role within a small team; ●providing appropriate project related reports on a monthly and quarterly basis ●assist with the management of strategic projects ensuring deadlines can be met

The post holder will be responsible for maintaining accurate project related data for use at management level.
The role holder will be required to travel for work purposes from time to time to attend relevant meetings. Be able to work independently and dealing with a variety of different forces and departments. Preparation of summary/bulleted documents, actions for meetings. Requires thorough understanding of the role(s), methods of operation of the executive(s), good general understanding of the organisation.
Prioritising and time management. Ensuring deadlines are met – planned ahead 1 month to 12 months in advance.
Continuous/daily contact with all ranks of officers and support staff, external agencies and colleagues.

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. Proven recent experience in a project role with knowledge of a range of project management techniques.	E
2. Good standard of education including excellent numeracy and literacy skills.	E
3. Proven excellent interpersonal / communication skills developed in a demanding office environment demonstrating discretion, tact and diplomacy. The ability to influence and work with multiple stakeholders.	E
4. IT literate with experience in the use of MS office applications including Word, Excel, Outlook, and PowerPoint.	E
5. Ability to work on own initiative, and as part of a team, and prioritise with excellent time management skills.	E
6. Excellent time management with experience planning for multiple projects in advance.	E
7. Proven ability to collate information and produce clear and concise reports. Experience writing project initiation documentation.	E
8. The ability to understand, analyse and generate statistical and financial information in relation to projects and programmes. Ability to apply problem solving approach and make sound decisions recognising the risks and impact involved.	E
9. Full Project Management qualification.	D
Additional comments: Must have capability to travel on occasion, to different locations across the Force and Region and undertake assignments in a timely manner.	