

ROLE PROFILE - Project Support Officer Business Change Team

Career Framework: Operational

Role Purpose: To support the Project Management Office in the monitoring and implementation of projects and programmes.

Outcomes:

- Contribute to establishing and maintaining project/programme structures throughout the project lifecycle
- To interpret and apply the agreed project management standards, processes and tools to ensure a methodical and consistent approach across projects
- To demonstrate up to date knowledge of project status through the ability to answer queries/resolve issues in the absence of the Programme or Project Manager
- To manage and maintain up to date project documentation – risk and issue logs, dependency logs, product management/quality logs, lessons learnt and change registers, programme and project plans
- To identify and contribute to solving problems in the control of project risks/issues, assumptions, changes and dependencies and informing the relevant project team member of progress
- Produce clear, concise and consistent project documentation using SRA approved guidelines and templates as appropriate
- To produce timely and accurate meeting minutes and action tracking
- Arrange and facilitate project related meetings and workshops
- Analysis of financial data and reconciliation with local project financial records

Knowledge, Skills & Experience:

Essential

- Knowledge of formal project methodology
- Experience of working in a Prince2 environment
- Ability to forward plan using MS Office and diary/schedule management
- Experience and understanding of maintaining risk and issues logs
- Ability to support others in their adherence to project processes and methodology
- Strong communication skills both written and verbal
- Excellent organisation skills
- Experience of facilitating meetings/workshops including accurate minute taking of meeting decisions and actions
- Ability to liaise with internal/external stakeholders in a confident manner
- Team player who is able to use initiative and work well under pressure
- Understand the importance of quality assurance within a project environment

Desirable

- Prince2 Foundation qualification or equivalent
- MS Office Suite Project and Visio
- Project planning ability

This role profile is aligned to the SRA career framework.

The career framework profile outlines the generic requirements which are common to all roles within this type and level. This role profile outlines supplementary role specific requirements. The two profiles should be read in conjunction.