

**PROJECT SUPPORT OFFICER (PSNMP)**

## Role Profile

<b>Title</b>	Project Support Officer (PSNMP)	
<b>Grade</b>	GRADE C	
<b>Reference:</b>	N1616	
<b>Reports to:</b>	Head of Strategic Programmes	
<b>Work style Definition</b>	Service Based Fixed Worker	
<b>Job Type:</b>	Customer Facing Worker	
<b>Primary purpose of role</b>	This job will assist in the coordination and delivery of the Plymouth Sound National Marine Park project by undertaking a range of work that aids the smooth running of the programme such as; project and programme monitoring reporting collation, project customer and stakeholder engagement, communications, meeting management and provide general administrative support (including procurement & budget) ensuring that all services provided to colleagues, managers and customers are efficient and effective.	
<b>Key accountabilities and key measures</b>	<p><b>Role outcomes</b></p> <ul style="list-style-type: none"> <li>▪ Communicate with various partners including delivery partners, funders, stakeholders and the wider community. (35%)</li> <li>▪ Meeting management &amp; general administration support (including procurement &amp; budget) regarding the delivery of the project. (35%)</li> <li>▪ Collate monitoring reports for management, board and partnership meetings, ensuring they are issued in a timeline manner. (30%)</li> </ul>	<p><b>Role measures</b></p> <ul style="list-style-type: none"> <li>▪ Accuracy of work</li> <li>▪ Work rate</li> <li>▪ Turnaround time</li> <li>▪ Meeting deadlines</li> <li>▪ Project customer satisfaction</li> </ul>
<b>Key activities</b>	<ul style="list-style-type: none"> <li>▪ Communicate with project customers in a variety of ways as required e.g. face, online, over the phone, providing clear information about the project to meet their needs.</li> <li>▪ Support the project team with collating and final preparing of reports to internal and external audiences.</li> <li>▪ Manage meetings for the project team by preparing agendas, booking rooms, issuing invitations, chasing attendance, attending meetings, taking minutes, issuing minutes from meetings in a timely manner post meeting and managing associate action logs.</li> </ul>	

	<ul style="list-style-type: none"> <li>▪ Provide an efficient and comprehensive project admin support (including procurement &amp; budget) service to the whole project team.</li> <li>▪ Proactively provide suggestions to the team on measures to improve the service in terms of efficiency, customer experience and best practice – supporting a continuous improvement ethos.</li> <li>▪ Act as the link between the NMP Project Team, stakeholders, consultants, contractors, employees and public within other Council departments. Manage, co-ordinate and disseminate accurate and timely information, acting with discretion.</li> <li>▪ Working under reasonable pressure and to time-bound deadlines.</li> <li>▪ Undertake other duties appropriate to the grade of the post.</li> </ul>
<b>Essential qualifications/knowledge</b>	<ul style="list-style-type: none"> <li>▪ GCSE's A*- C (9-4) or equivalent in English and Maths.</li> <li>▪ A willingness to undertake appropriate learning and development as required.</li> <li>▪ Competent user of Microsoft Office.</li> </ul>
<b>Desirable qualifications/knowledge</b>	<ul style="list-style-type: none"> <li>▪ NVQ Level 2 or 3.</li> <li>▪ Customer care qualification/training.</li> <li>▪ Knowledge of project management principles, methodologies, and processes.</li> </ul>
<b>Essential experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of using Microsoft Software Packages e.g. Word, Excel, Outlook.</li> <li>▪ Experience of giving information and signposting project customers in a tactful and professional manner face to face, over the phone, online and in writing.</li> <li>▪ Experience of providing an effective and efficient business support service to project team and stakeholders.</li> <li>▪ Administrative experience with an understanding of office procedures.</li> <li>▪ Experience of prioritising own workload to ensure deadlines are met.</li> <li>▪ Experience of maintaining documents, records and data e.g. financial records, customer records or accounts.</li> </ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of working within a complex project environment.</li> <li>▪ Working in a complex multi- agency/partnership setting.</li> <li>▪ Evidence of working on own initiative and responding independently to unexpected problems.</li> <li>▪ Working in a matrix management environment with potentially competing demands for time.</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>▪ Ability to take ownership of issues and see through to a resolution keeping relevant parties informed as required.</li> <li>▪ Ability to process basic service requests.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Communication skills to provide information and signpost project customers, some with specific communication needs, when dealing with their enquiries or requests for information.</li> <li>▪ Numeracy skills required for carrying out calculations and ensuring the accuracy of data.</li> <li>▪ Literacy skills required including spelling, grammar and punctuation for dealing with letters, documents.</li> <li>▪ Ability to be decisive and make criteria based decisions - weighing up evidence against set criteria.</li> <li>▪ Team working skills and the ability to work together with colleagues to deliver a cohesive, joined-up service to customers.</li> <li>▪ Time management skills to priorities work appropriately, be punctual and meet deadlines in order to deliver a good service.</li> <li>▪ Accuracy with a high level of attention to detail.</li> </ul>
<p><b>Corporate standards</b></p> <ul style="list-style-type: none"> <li>▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.</li> <li>▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.</li> <li>▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.</li> <li>▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation.</li> </ul>	