**Job Description**

**Job Title:** Project Support Officer

**Directorate**: Finance and Corporate Services

**Responsible to:** Planning and Performance Manager

**Responsible for**: N/A

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**Overall purpose of the post**

The overall objectives of this role are:

* To support the delivery of a range of projects and programmes
* To support reporting on performance and internal audit

The post holder will ensure all programme / project management activities are conducted in accordance with the methodology and documentation introduced by the Programme Management Office (PMO)

* The post holder ensure the smooth running of our planning and performance system, and smooth production of our performance reports. Monitor progress and report on our audit recommendation work.

**Main Responsibilities**

* Provide advice and support to colleagues on the Commission’s programme and project management (PPM) framework, process and procedure
* Provide support and guidance to project teams during project delivery, including delivering PPM training
* Manage and maintain the current planning and performance system (Ideagen Risk Management), including audit checks and regular maintenance
* Provide Ideagen support and guidance, including delivering training and updating how-to guides
* Contribute to monthly management and quarterly performance reporting to the Executive Team and the Commission Board respectively
* Contribute to development of the Annual Report, Corporate Plan, Business Plan and Operational Plans, working with teams across the organisation
* Create, amend, format and circulate documents as appropriate. This may include creating charts and tables, collating data, creating process maps for corporate documents and management information, preparing data visualisations for inclusion in corporate documents, etc.
* Work with colleagues across the organisation to provide support for the internal audit log, development of internal audit reports and coordination of evidence to demonstrate completion to the internal and external auditors.
* Provide secretariat for the PMO and Performance meetings (from creating agendas, to producing minutes, all the way to following up on actions from the meeting)
* Maintain the team intranet information page(s)
* Support the rest of the planning and performance team, working flexibly and acting in absence of other team members to cover wider duties assigned to the team including contributing to development of and supporting the risk management framework

**General**

* To understand, and actively promote behaviour and values of the Electoral Commission charter
* To ensure equality of opportunity is maintained and respected at all times in accordance with the appropriate policies and procedures
* To work in accordance with the Commission’s policies including in particular its equality and diversity policies, its performance appraisal process, its personal and team development process (which supports the Commission’s commitment to the Investors in People’s standards), and its quality standards for written communications.
* To work co-operatively with colleagues across the Commission and actively participate in opportunities to communicate within the organisation including attending team meetings and directorate meetings.
* To comply with the statutory provisions of the Health and Safety at Work Act 1974 and act as the custodian of the Commission’s accident book.
* To actively participate in opportunities to communicate within the organisation including attending team and Directorate meetings
* To make full use of technology for all appropriate tasks
* To demonstrate a willingness to work flexibly with others to respond to needs of an evolving organisation.
* To perform any other duty as directed by line management

*This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with line management.*

**Person specification**

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| Values & Behaviours | Essential Criteria | Desirable Criteria |
| Authoritative  Qualifications and Training | * Practical experience of working either in a Programme or Project environment in a support capacity * Demonstrable IT (Microsoft Office) skills particularly Microsoft Excel * Produce minutes to a high standard with minimal amendments | * Educated to degree level in relevant subject or equivalent level qualification **or** significant experience of working at a similar level in specialist area **or** project management qualification (e.g. PMI, PRINCE2, etc.) * Proven computer literacy with practical experience of working on spreadsheets, tables, charts, etc. * Experience of working with Microsoft Project to plan projects and Microsoft Visio for process mapping * Experience of using data visualisations |
| Independent | * Personal organisational skills. Ability to take responsibility for day-to-day activities using own initiative and prioritising work to meet deadlines * Ability to follow teams’ workflow processes | * Comfortable in working independently * Good at developing productive working relationships across the organisation |
| Transparent | * Strong oral and written communication skills * Able to train on a one-to-one and group basis, e.g. provide coaching support in the use of programme and/or project methodologies, explain same to staff at all levels, etc.. | * Actively seeks to learn and improve their performance and the performance of the team * Experience of working effectively with people from diverse backgrounds. |
| Making an Impact | * Ability to demonstrate enthusiasm for the positive outcomes of valuing and promoting diversity. * Strong commitment to delivering results * Able to keep up to date with best practice through research and networking and apply it in practice | * Strong analytical and problem solving skills |
| Engaged | * Good understanding of network building and managing relationships * Effectively dealing with service requests from colleagues | * Experience of setting up and implementing internal processes and procedures * Familiarity with UK political systems and structures |