**Job Description**

**Job Title:** Project Support Officer

**Career Level:** Level 5

**Department or Business Sector:** PMO

**Location**: Coventry or Liverpool

**Reporting to (manager’s job title):** PMO Manager

***Please read the notes on pages 2 and 3 before completing these sections.***

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| **Heading:** | **Description** |
| 1. **Job Purpose** | The PMO office supports the delivery of over 800 projects, and is responsible for delivering quality assurance and control at a business level.  This role is for an individual willing to demonstrate their capability with PMO and Programme Management as a competent business support professional.  Responsibilities   * Maintain and deliver a high volume inbox of project-related tasks * Collect and input data in to project trackers and databases * Ensure thorough governance of the project lifecycle through agreed project management methods, standards and processes * Provide support to theme areas and other programmes employees and enable cost effective Project Administration * Advocacy and management of Change and Best Practise * Supporting Project managers and coordinators in the useof Microsoft Project and other project tools; specifically ensuring that project plans are kept up to date to ensure reports to senior management team are accurate * Reviewing and reporting project budget and finances |
| 1. **Communication** | Identify and manage collaborative relationships across a broad range of internal stakeholders  Actively engage senior level support when required and have experience in stakeholder management  Contribution to governance review meetings/metric reporting meetings, effectively delivering projects status updates  Be able to comment on process improvements and deliver change management/training to wider business  Comfortable with having difficult conversations, surrounding governance and control on projects  A key part of this role involves communicating with senior internal stakeholders. Applicants will need to be comfortable with the flexibility across projects/project roles due to the ever-changing environment.  Communication will be a mixture of written (email), verbal (meetings) and presentations. All of which must be produced to a high standard appropriate to the relevant audience. |
| 1. **Innovation** | At all times the Project Coordinator is expected to review the work being done, so that lessons learnt can be fed back into improvements into the way we manage projects within the MTC.  They should also demonstrate creativity and innovation to ensure robust, best in class and customer focused outcomes. |
| 1. **Knowledge** | Member of APM or APM PMQ preferred. Basic understanding of what project management is as a discipline, the fundamentals of project management life-cycle, and what the role of a project professional is, essential.  Experience of analysing data and information, and can demonstrate the ability to make decisions/ recommendations based on the information and data available. |
| 1. **Person Specification** | All aspects of the role are to be carried out as an exemplar within the business in adhering to the MTC RIGHT way:   * Acting responsibly, putting MTC’s interests ahead of personal ambition; * Providing inspirational leadership to all who come in contact with you; * Delivering in the broadest sense a great working environment; * Leading with humility, honesty and integrity in all that you do; * Promoting teamwork, supporting through difficult times and collectively celebrating our successes.   In addition:   * To work independently with little day-to-day supervision. * A logical thinker with attention to detail, as well as understanding the importance for data integrity * Reactive resolution management (resolving project management queries in real time) * Able to use the MS Word, MS Excel, MS Project and Office applications. * Articulate and able to effectively communicate at all levels of the business * Comfortable with difficult conversations whilst ensuring a professional approach when governing and auditing project teams * Can work in a fast paced ambiguous environment |