

# ROLE PROFILE

Role Profile	
<b>Job Title</b>	Project Support Officer
<b>Department</b>	Project Management Office
<b>Reports to</b>	Head of PMO
<b>Location</b>	Building 2, Derriford Business Park, Plymouth

<b>Job Purpose</b>	To provide administrative, logistical, and coordination support throughout the project lifecycle, ensuring projects are completed on time, within budget, and meeting quality standards.
<b>Key Outputs</b>	<p><b>Administrative Support:</b></p> <p>Assist in the preparation and maintenance of project documentation, including project plans, schedules, reports, and meeting minutes.</p> <p>Coordinate meetings, workshops, and other project-related events, including venue booking, agenda preparation, and logistics management.</p> <p>Maintain project files and databases, ensuring accurate and up-to-date information is readily accessible to team members.</p> <p><b>Communication and Coordination:</b></p> <p>Facilitate communication among project stakeholders, both internal and external, by distributing information, responding to inquiries, and resolving issues.</p> <p>Liase with team members to track progress against project milestones, identify potential risks or issues, and escalate as necessary.</p> <p>Collaborate with other support functions, such as finance, procurement, and human resources, to ensure project resource requirements are met.</p> <p><b>Risk and Issue Management:</b></p> <p>Assist in identifying, assessing, and documenting project risks and issues.</p> <p>Support the implementation of risk mitigation strategies and contingency plans.</p> <p>Monitor project activities to proactively identify emerging risks or issues and work with the project team to address them promptly.</p> <p><b>Quality Assurance:</b></p> <p>Support the implementation of project quality assurance processes and standards.</p> <p>Assist in the review of project deliverables to ensure they meet quality requirements and standards.</p>

	<p>Maintain documentation related to quality assurance activities, such as test plans, checklists, and audit reports.</p> <p><b>Financial Management:</b></p> <p>Assist in monitoring project budgets, expenditures, and financial forecasts.</p> <p>Support the preparation of financial reports, including variance analysis and budget reconciliation.</p> <p>Coordinate with finance and procurement teams to process invoices, purchase orders, and expense claims related to the project.</p>
<p><b>Experience, Knowledge, Skills and Qualifications</b></p>	<p>Proven experience in project coordination or administrative support roles, preferably in a project management environment. (Essential)</p> <p>Strong organizational skills with the ability to multitask and prioritize workload effectively. (Essential)</p> <p>Excellent communication and interpersonal skills, with the ability to work effectively with diverse stakeholders. (Essential)</p> <p>Proficiency in project management tools and software, such as Microsoft Project, Excel, and SharePoint. (Essential)</p> <p>Attention to detail and a commitment to delivering high-quality work under tight deadlines. (Essential)</p> <p>Ability to adapt to changing priorities and work independently with minimal supervision. (Essential)</p> <p>Good interpersonal skills, able to build and foster collaborative working relationships with internal and external stakeholders. (Essential)</p> <p>Good written and verbal communications skills. (Essential)</p> <p>Bachelor's degree in business administration, project management, or related field. (Desirable)</p> <p>Commitment to personal and professional development. (Desirable)</p> <p>Experience of working with, or in, the NHS. (Desirable)</p>
<p><b>Corporate Standards</b></p>	<p>In accordance with Delt organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, client confidentiality and appropriate information governance.</p> <p>All employees must always act in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures.</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.</p> <p>Undertake all duties with regards to the Delt equalities policy and relevant legislation.</p> <p>In a 'people first' environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behaviour.</p>