**Job Description**

**Role title: Project Support Officer**

**Reports to: Assistant Project Manager**

**Grade: Graduate**

**Sector: Terrestrial**

**Division:** **Terrestrial Ecology – Land Sector**

**Purpose / Scope of role**

The purpose of the Project Support Officer (PSO) role is to support the effective and efficient delivery of our business and enterprise projects across APEM, through the provision of high-quality project management support. This will entail working closely with project managers, assistant project managers (APMs) on specific projects, providing both hands on support, project reviews and oversight reporting, as well also feeding into process improvements with the wider PMO function, to improve project delivery and support business improvement.

**What success looks like in this role**

* Project Support Officers (PSOs) add tangible value to project delivery and drive improved outcomes.
* PSOs have built great relationships with their project teams and have a strong understanding of the projects and their objectives, which enables them to support effective delivery.
* PSOs are Deltek Subject Matter Experts and can use their knowledge to leverage Deltek as a tool to support project delivery effectively, share best practice across their teams and recommend improvements.
* The high-quality and proactive support provided by the PSOs ensures that all project systems and records (e.g., Deltek, documents files) are well maintained and up to date, omissions and exceptions are identified and resolved swiftly.

**Key Responsibilities**

* Assisting the Project Managers with project builds, plan updates, and preparing invoices on a specialised project management software.
* Logging and keeping track of key details like lessons learned and non-conformities to help improve future projects when necessary.
* Downloading and sharing project reports with the Project Managers when required, ensuring important updates and actions are clearly communicated.
* Provide coordination support, such as arranging meetings, obtaining updates, and collating responses.
* Assisting senior ecology team with ecological equipment and resource management, including survey programming during busy periods.
* Ensure all project related systems, records and databases are accurate and kept up to date.
* Track relevant project documents and activities to support project assurance.
* Adhere to Project Management best practice and governance mechanisms.
* Provide system support and guidance for project related systems.
* Support the development of resources, documentation, and tools to ensure the smooth running of the Deltek and project delivery.
* Support process improvement through process mapping and documenting current ways of working.
* Develop good relationships with teams across the organisation.
* To carry out any additional activities that may be reasonably required or requested.
* To take reasonable care for the health and safety of yourself and others; make use of the tools, equipment, training, and resources; and actively engage with colleagues at all levels to contribute to the continuous improvement of health and safety management.

Additional responsibilities may include:

* To provide appropriate cover for other members of the Project Management team.

**Skills/Knowledge/Experience/Qualifications**

**Essential**

* Experience of supporting project management, including direct Project Support/Coordination function.
* Experience of analysing data from a variety of sources.
* Experience of using project management tools and programmes such as Deltek or similar.
* Experience of creating a variety of documents such as templates, process maps, presentations and user guides in Word and PowerPoint.
* Excellent organisation skills, with a strong attention to detail.
* Very good computer literacy including excellent understanding of MS Office, and ability to quickly learn to use systems and tools. Excellent word processing, presentation and excel skills
* Strong verbal communications skills and ability to develop relationships to obtain information and influence.
* Self-motivated and able to work on own initiative.
* Focused and diligent approach to work, with a pride in delivering results.
* Be well informed and curious about various topics in a filed while specialising in at least one area.

**Desirable**

* At least 1-3 years relevant work experience.
* Ability to deliver presentations to internal and external audiences.
* Experience of completing project documentation i.e. PIDs, project plans, risk registers, benefits profiles, status reports as required.

**Our Values**

Our most important assets are our people who work for the firm. We all work as one team and rely on each other. We wish to create a working environment to which our people are proud to belong, by maintaining our values at the forefront of everything we do. These values are:

* Integrity – We do the right thing
* Quality – Quality in everything
* People - We care
* Forward thinking – We focus on the future
* Positivity – We believe we can
* Fairness – We champion equality

**Our WOW Factor**

When home became work, we learned that flexibility, understanding and balance allowed us all to move forward and grow together. So, no matter where you’re based, the hours you keep, the toddlers you have to entertain, or outside interests that help with your wellbeing we’re committed to our Ways of Working (WOW) with each other so we can continue to be our best.

**You belong**

We recognise that everyone’s story is different. The opportunities, experiences and challenges faced in life shape who we are, and we understand that these are the things that make us individual and unique. Embracing our differences means we’re able to approach what we do from every angle.

Inspiration and insight can come from anywhere, and no matter your history or choices in life, we empower our people to be their best, so we can be our best, together. **We welcome the whole you.**