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| **Job Description** |
| **Job Title:** | Project Support Officer |
| **Grade:** | Grade 6 | **Post No:** | OPDCGEN007 |
| **Directorate:** | Delivery  |
| **Job Purpose** |
| Work within the OPDC Development Directorate to provide administrative support services for large scale regeneration projects including those related to infrastructure, development, master planning and design. Provide administrative support services to the team and contribute to making it more effective. |
|  **Principal accountabilities** |
| 1. Arrange project meetings and produce meeting documentation such as agendas and minutes and presentations.
2. Produce, maintain and distribute project documentation such as risk logs, issue logs, action lists, requirements logs, project plans, programme prospectus and application forms, team plans and work packages (detailing various project team member tasks), as directed.
3. Track project actions against targets, take ownership and management of project issues; take follow up or remedial actions if required.
4. Produce project and programme communication and reports in order to track and report on project progress.
5. Assist in procuring consultants and prepare contract specifications and grant award documentation - Assist in maintaining and monitoring project and programme financial information such as monitoring spend against budget.
6. Support the delivery of projects and programmes.
7. Provide cover for other project management tasks in the team as required in times of staff absence or peaks of workload.
8. Assist in general administrative duties as required, (including but not limited to: Purchase Orders, Team Meeting minutes, annual leave calendar, correspondence and responses to enquiries).
9. Perform the role in accordance with the OPDCs policies and code of ethic and standards, including health and safety.
10. Manage resources allocated to the job in accordance with the Authority’s policies and Code of Ethics and Standards.
11. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary, cross-department and cross-organisational groups and project teams
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| **Key contacts:** |
| **Accountable to:** | Head of Development / Head of Infrastructure / Heads of Service as required |
| **Accountable for:** | Resources allocated to the job |
| **Technical Requirements** |
| 1. Experience of working within a project development environment is desirable.
2. Well-developed IT skills and experience of using financial or project management systems.
3. Strong understanding of the planning and political context of London including Experience of Economic Development, Planning, Regeneration, Place-Making and design quality management.
4. Experience of documenting processes, writing reports and maintaining filing systems (to include version control).
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| **Behavioural Competencies** |
| **Building and Managing Relationships**… is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals. Level 1 indicators of effective performance* Builds rapport quickly with people at all levels and from different backgrounds
* Actively listens to others and is open to their ideas
* Identifies and resolves conflict between self and others
* Makes others feel comfortable and respected by being positive and friendly
* Shares information openly with colleagues within and outside own team

**Stakeholder Focus**… is consulting with, listening to and understanding the needs of those our work impacts and using this knowledge to shape what we do and manage others’ expectations.Level 1 indicators of effective performance* Listens to understand requirements without making assumptions
* Demonstrates an enthusiastic and ‘can do attitude’ to all requests
* Provides timely, accurate and personalised responses
* Provides a polite and helpful first point of contact for stakeholders
* Learns from feedback to improve personal service to others

**Communicating and Influencing**… is presenting information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us.Level 2 indicators of effective performance* Communicates openly and inclusively with internal and external

stakeholders* Clearly articulates the key points of an argument, both in verbal and

written communication* Persuades others, using evidence based knowledge, modifying approach to

deliver message effectively* Challenges the views of others in an open and constructive way
* Presents a credible and positive image both internally and externally

**Planning and Organising**… is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.Level 1 indicators of effective performance* Plans and prioritises own workload to meet agreed deadlines
* Advises colleagues or manager early of obstacles to work delivery
* Perseveres and follows work through to completion
* Checks for errors to ensure work is delivered to a high standard first time
* Effectively juggles priorities

**Responsible Use of Resources**… is taking personal responsibility for using and managing resources effectively, efficiently and sustainably.Level 2 indicators of effective performance* Continually looks for opportunities to work more efficiently and sustainably
* Reduces team impact on the environment by implementing methods for reducing use of, reusing and recycling resources
* Improves local processes to maximise use of resources
* Monitors and stays within budget at all times

**Responding to Pressure and Change**… is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift. Level 1 indicators of effective performance* Stays calm in pressurised and demanding situations
* Responds flexibly to changing circumstances
* Recognises when unable to cope and asks others for help
* Demonstrates openness to changing work priorities and deadlines
* Maintains personal well-being and achieves a balance between work and home life
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