Job Description – PMO Support Officer

About the Role

To provide project and administrative support for the Apprenticeships Programme Management Office.

Key Responsibilities

This is not intended as an exhaustive list of duties or a restrictive definition of the post but represents a guide to the main priorities and typical areas of activity of the post-holder. These activities are subject to amendment over time as priorities and requirements evolve.

- Sets up project files and compiling and distributing reports.
- Support the Governance of the programme and its projects through production and collation of project artefacts
- Provides administrative and secretariat services to project / programme governance groups, project assurance teams and quality review meetings.
- Provides support to the programme team with procedures, processes, tools and techniques, implementing change to process where required and in consultation with the OU Portfolio Office
- Maintains programme and project reports from supplied actual and forecast data.
- Consolidation of regular project progress reporting for project and programme scorecards.
- Manages documents and logs on SharePoint.
- Production of Dashboards including a RAG status
- Tracking and progressing action items.
- Allocation of unique identifiers to Project Proposals, Business Cases and Change Requests and tracking them through their lifecycle from inception to approval.
- Monitoring of Key Performance Indicators and benefits measures
- Support resource tracking and scheduling.
- Support the programme team with administration and any ad-hoc duties where required.
- Set up and support workshops and meetings across the programme

Skills and Experience

Essential:

- Good standard of literacy, numeracy and general education.
- English and Maths GCSEs at grade C or above (or equivalent).
- High standard of written and oral communications skills.
- Experience of working in a busy Portfolio Office or programme handling multiple projects.
- Awareness of modern system development & project methodologies, practices and approaches and understanding of the projects life cycle.
- Evidence of developing and maintaining good and effective relationships with internal and external business partners.
• Experience of working in a busy and effective team.
• Understanding of business drivers, pressures and value.
• Confident in use of Excel, Word, PowerPoint and SharePoint.
• Ability to inform and influence processes to further enhance the Portfolio Office/Programme efficiency and effectiveness.
• Experience of coordinating and delivering on multiple tasks, communicating with all levels of staff within multiple units.
• Focused on delivering a high-quality service to customers
• Able to simplify and communicate complex issues in written and verbal forms.
• Able to form relationships and liaise at all levels.
• Good planning and organisational skills.
• Able to prioritise workload and manage own time effectively.

Desirable:
• Experience of working with Microsoft Project
• Willingness to keep up to date with specialist knowledge and skills.