Job Description – PMO Support Officer

About the role
The main role of this post is to work closely with the Programme team providing support for to the Programme Management Office (PMO) for Core Systems Replacement (CSR).

Key responsibilities
1. Responsible for organising and servicing meetings; collating papers and writing formal minutes or informal notes as required; supporting workshops and consolidate outputs
2. To assist the PMO Officers with onboarding of new starters
3. To manage the CSR-PMO inbox making sure that requests are dealt with in a timely manner
4. To be a point of contact for staff needing information in relation to CSR
5. Manage and maintain information on project SharePoint sites and network folders, providing a collaboration area for cross-functional teams; Using MS Office and other relevant software applications (e.g. Excel, Word, Visio, MS Project) to develop and maintain project documentation
6. Provide administrative support, including ad hoc initiatives.
All staff are expected:

• To be flexible and adaptable to meet the changing demands of the University.
• To undertake any other duties which may reasonably be required
• To take reasonable care of the Health and Safety of themselves and that of any other person who may be affected by your acts or omissions at work.
• To demonstrate a strong commitment to the principles and practice of equality and diversity.

Experience

• Minimum standard of education – at least 4 GCSE grade C or equivalent, including English and Maths
• Experience of planning a task to a defined timescale
• Ability to help others cope successfully with change
• Experience of working as a member of a multidisciplinary team
• Evidence of independent working
• Evidence of a customer-focused approach to work and appropriate engagement
• Experience of organizing and facilitating events and meetings, including documentation.

Skills & Qualities

• Strong planning and organisational skills
• Excellent interpersonal skills demonstrating discretion, confidentiality and the ability to liaise effectively with a wide range of stakeholders
• Ability to communicate effectively orally and in writing in both formal and informal situations, with people across a range of areas and levels
• Excellent IT skills including use of Microsoft Office, MS Project or equivalent software.

Desirable

• Holder of European Computer Driving Licence (ECDL) qualification
• Project management qualification, such as PRINCE 2 or APM
• Experience of working within a project and/or programme environment
• Awareness of the general Higher Education sector
• Experience of evaluating activities using quantitative and qualitative data.