

Person Specification

Job title:	Project Support Officer	Directorate:	Corporate Services
Grade:	Grade 9	Service / Team:	PCC IT & Digital Services
Date:	March 2024	Completed by:	

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<p>Project Management Excellent understanding of project management. Previous experience of working within a project support role.</p> <p>IT Products Excellent Microsoft Project experience and knowledge. Detailed knowledge of Microsoft Project Online. Experience in using MS Word. Advanced level experience of using MS Excel for creating/ maintaining spreadsheets, and conducting data analysis. Experience of using SharePoint for managing documents and version control.</p> <p>Change Management Methodology An ability to build effective relationships and have the ability to challenge others, holding them to account for their actions and using influencing skills to ensure programme aims are achieved.</p> <p>General Awareness of the issues and challenges facing local government.</p>	

SKILLS & ABILITIES	<p>Organisation Highly organised and motivated.</p> <p>Communication Ability to communicate effectively with a range of different stakeholders and manage political sensitivities.</p> <p>Initiative Ability to be proactive and work under own initiative within guidelines.</p> <p>Flexibility A flexible approach to duties.</p> <p>Tenacity Confidence to follow up on actions, chase submissions, etc.</p> <p>Attention to Detail Expert knowledge of working accurately with large data sets.</p> <p>Planning Techniques Ability to use planning techniques to develop project plans</p>	
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working within the public sector • Experience of working within a project office • Experience of supporting projects, including their management through the project lifecycle. 	
QUALIFICATIONS	<p>Educated to 'A' level or equivalent experience.</p> <p>Any / Programme Management or closely related discipline desirable</p>	<p>Business analysis qualification including Lead, Six Sigma, Customer Journey Mapping</p> <p>Relevant professional qualification or membership; Prince2, MSP, ITI</p> <p>Project and Programme Management Continuous Improvement</p>
PERSONAL CIRCUMSTANCES		

EQUALITY	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
CUSTOMER CARE	Knowledge and understanding of effective customer care (A & I)	Essential

*[At the end of each criteria the following codes are used to indicate how the criteria will be assessed:
(AI) Application / Interview, (P) Presentation, (W) Written Test.]*

	Date Issued: February 2017	Last updated: June 2023
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