

Job Title	Project Support Officer
Team	Public Transport Project Delivery
Reporting To	Programme Delivery Support Officer

About your role

The role will be responsible for providing project management technical support to ensure the successful delivery of the South Yorkshire Mayoral Combined Authority Public Transport Capital Programme and associated outputs, outcomes and benefits.

Why is your role important or how does it add value?

- To support the operation of the Public Transport Development – Public Transport Delivery function and activities.
- Provide a proactive administration and operational support service to the team.

What are the tasks or work areas you are responsible for?

Provide technical and administrative support, including progressing actions as required for Project Teams to ensure their efficient operation and assist project delivery.

Provide clerical support for project meetings, taking notes, and recording actions.

Support the preparation of reports through the extraction and analysis of technical data from a variety of sources to assist with the successful co-ordination of the Project team's workload and delivery. This can involve liaison with external bodies.

Support the preparation of, and maintain, work programmes, risk and issue logs, and other key documents for projects, ensuring they are kept up to date.

Maintain the project management database, Verto, which will include chasing outstanding inputs, inputting data, production of reports, identifying incorrect and out of date information, identifying and ensuring the implementation of new outputs, and supporting the development of outstanding features.

Support procurement processes to allow projects to be progressed efficiently through the work undertaken by external suppliers.

Support financial management of projects, including raising purchase orders, processing invoices, and accurately recording project costs into the project management database.

Assist in managing marketing, consultation and stakeholder engagement processes.

Undertake all duties and responsibilities in line with current SYMCA Policies and Procedures, including those relating to health and safety; equalities, diversity and inclusion; and Standing Orders.

Undertake any other duties commensurate with the role as requested by management

About You

What kind of **behaviours** are important?

Ambition	Does not give in easily, prepared to stick at things to get something finished - persistent
	A consistent and persistent focus on what matters most for delivery
Innovative	Urgency in identifying problems and finding imaginative ways to solve them – avoiding added bureaucracy or unnecessary work
	Willing to be challenged by colleagues – and to bring constructive challenge and support
Integrity	Organised and structured in how they work, demonstrating good personal time management
	Able to balance conflicting demands on their time, prioritises their workload well
Collaborative	Open minded to the ideas, contribution or comments from colleagues, does not dismiss what others have to say
	Willingly adapts their style to suit different situations
Flexible	Moves quickly to get things done, invests additional effort if needed to meet a deadline or a goal
	Open minded and receptive to new ideas and suggestions, acknowledges the benefit of change even if they have personal concerns
Impact	Understands the purpose of the organisation, knows the vision and the strategic intention of the organisation
	Sees opportunities to make processes or how they work better, speaks up and shares their ideas

What **qualifications** or wider knowledge do you need?

Educated to GSCE level (including English, Maths) or equivalent	E	A
Business Administration Level 3, or similar, or working towards	D	A
Good knowledge of Microsoft Office applications	E	A/I
Knowledge of IT solutions and their use in a business environment.	A/I	E

What previous **experience** is needed?

Previous experience of working in a project led environment and/or administrative role.	A/I	E
Experience of utilising Microsoft products e.g. Word, PowerPoint, and Excel to produce professional documentation.	I	E
Experience of establishing business systems, processes, and procedures to increase efficiency.	A/I	E
Experience of managing a heavy and challenging workload.	I	E

What skills should you have?		
Ability to communicate clearly and concisely to deal with difficult and sensitive situations in an appropriate manner.	A/I	E
High standard of oral and written presentation skills.	I	E
High professional standards with the ability to work on own initiative and perform duties with a high degree of tact and diplomacy.	I	E
Ability to work methodically, managing a varied and challenging workload	I	E
Good organisation and time management skills with the ability to work under pressure, prioritising workloads, and work under own initiative to ensure deadlines are met.	I	E
Ability to adopt an effective approach to problem-solving, adapting to changes in circumstances or information.	I	E