Post Details	Last Updated: 06/05/2021		
Faculty/Administrative/Service Department	IT Services		
Job Title	Project Officer		
Job Family	Professional Services	**Job Level**	4
Responsible to	PMO Manager		
Responsible for (Staff)	N/A		

Job Purpose Statement

To provide professional support for the Project Management Office (PMO), which manages the portfolio of projects across the University. By providing support for the PMO Manager, Project Managers, Programme Managers and Head of Operations Projects and all project governance processes.

Assisting with the implementation of the agreed project management standards and overall portfolio planning the role also ensures that project requests are reviewed in a timely fashion to enable decisions on funding and resource priorities - thereby maximizing the delivered value across the portfolio.

Key Responsibilities This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)

1. Provide support to the PMO Manager, Project Managers, Programme Managers and Head of Operations Projects by setting up the initial project record and maintain the core project data (including target delivery dates) by proactively engaging with delivery managers, ensuring project status reports and other required updates have been completed on time.

2. Update and maintain project templates and tools and provide advice and support to colleagues (internal and external to the department) on the project management processes and governance.

3. Produce and distribute the sets of regular management information reports required for project governance groups including the IT Leadership team, Project and Programme Boards, Technology Delivery Managers, Heads of Technologies, and other governance groups like IT Services Change Advisory Board (CAB).   Sense check these reports before issuing them and prepare any briefing notes required to highlight specific issues for the attendees.   Run additional ad-hoc reports and conduct analysis on request and work with the authors of individual project documents including Project Briefs, Scopes, PIDs and Closures.

4. Provide a high-level summary of individual projects or programmes when needed at governance groups to enable attendees to make informed decisions on e.g. the impact of approving new projects on the delivery timescales of existing projects. Monitors the interplay between all projects to minimise conflicts.

5. Provide administrative support for project governance groups. This may include individual projects or programmes requiring this support. For each meeting, ensure that all the associated documents (agendas, papers and minutes) are produced to the agreed time scales and quality.

6. Contributes to the wider community of project delivery with the PMO Manager, Project Managers and Programme Managers sharing knowledge and use of common methodologies.

7. Support the PMO Manager in continuous improvement initiatives and maturing our processes such as resource planning, financial reporting and time recording. Take a Digital first approach utilising tools and applications to minimise manual reporting where possible.

N.B. The above list is not exhaustive.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organizing

- Planning, organizing and time management are essential elements to this role as the project governance processes run to a tight timetable. The role has responsibility for scheduling time-critical governance meetings including regular reviews which are chaired by members of the University Senior Management team. For each meeting, the post holder must ensure that the relevant project documentation and reports are collated and circulated on time, that concise minutes and follow-up actions are produced within a week and that outcomes are summarized in the appropriate format for review by the subsequent governance group in the process.
- Failure to plan the overall schedule and collate the supporting documentation will result in projects missing deadlines for initial approval and funding and for subsequent progress reviews which will either mean that the benefits are delayed or that emergency meetings will be needed to consider the case.
- Taking an overview of the current portfolio, the post holder will review the forward plan and work with the PMO Manager and relevant Project, Programme and Technology Delivery Managers to ensure that delivery dates are achievable, assisting with re-planning and prioritising exercises on a regular basis.
- The post holder will work in a proactive and independent manner, organizing and prioritising their work in order to establish an effective and professional service to the respective teams within IT Services.

Problem Solving and Decision Making

- The post holder is expected to provide advice and solutions to routine day-to-day problems within their specialist area in which they are familiar, making references to the University policies and procedures. The post holder is expected to suggest improvement, challenging approaches that are less effective and take a pro-active approach to identifying ways to address issues and implementation under the guidance of their Line Manager, where appropriate.
- The post holder will work within established processes and procedures with minimum day-to-day supervision and delivery of their work. They will have the freedom to work in a proactive manner and to decide how to achieve the end result, generally based on their judgment and experience.
- The post holder is required to think broadly within their specialist area and is likely to encounter many different and often difficult problems such as resolving project resourcing conflicts and

budget issues/requests.   They will have to apply their knowledge, experience, and judgment as well as analytical and interpretive skills in order to devise appropriate solutions.   Where the post holder faces issues/problems that are of a more complex/specialist nature and fall outside of the scope of the post holder's experience, guidance may be sought from their line manager to provide a solution.

Continuous Improvement
- The post holder will be expected to be proactive in identifying any inefficiencies or inconsistencies in project processes and templates and in proposing improvements to reduce these.
- It is very important that the post holder demonstrates excellent communication and customer service skills.   This will help develop strong and positive working relationships with individuals and departments engaged across the University with project-related processes which will help ensure that improvements are understood, accepted, and adopted for all projects.

Accountability
- Under the guidance of the PMO Manager, the post holder will help construct the annual portfolio delivery plan which details the order and priority in which projects will be delivered.
- The post holder is responsible for ensuring that the PMO processes run efficiently and dovetail with wider University of Surrey governance to allow timely decisions.
- The post holder is also responsible for liaising with the relevant Business Finance Partner to ensure that business cases have been completed in sufficient detail ahead of submission to the project governance processes and that where required, finance project codes are set up.

Dimensions of the role
- The post holder is expected to organize and support project governance meetings. Depending on the number of projects for review (which can range from 0 to over 20), this is a considerable logistical exercise.
- The post holder does not have direct responsibility for budgets but is responsible for assisting project requesters to establish credible finance business cases which will typically be in the range £0-550k but will exceed £1M in some cases.
- Whilst the post holder does not have any direct line management responsibilities, they are expected to be a source of expertise in project processes and to mentor project requestors and other Stakeholders accordingly.

Supplementary Information

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships	
Degree, HND, NVQ 4 qualified or equivalent in relevant subject/relevant formal training, plus a number of years' experience in similar or related roles or: Significant vocational experience, demonstrating through involvement in a series of progressively more demanding relevant work/roles, and the acquisition of appropriate professional or specialist knowledge	E
Project Management methodology certification - Prince 2, MSP or Agile equivalent	D

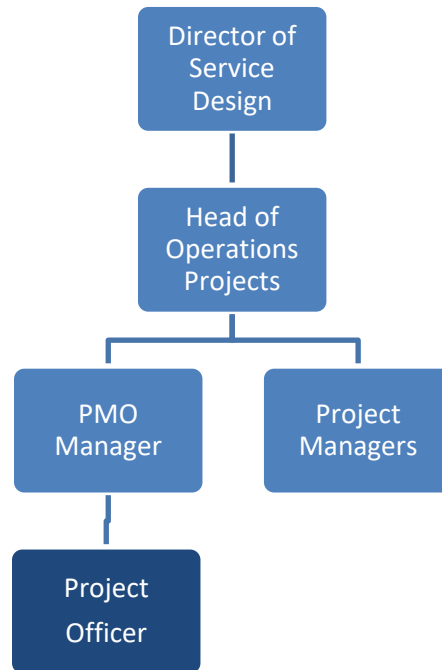| **Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the Competency Framework	**Essential/**	**Level 1-3**

	Desirable	
Demonstrable experience of strong Stakeholder management skills with a proven ability to build excellent, positive working relationships and communicate effectively and clearly with both IT and business colleagues	E	3
Good analytical skills, structured and methodical approach, highly organised	E	3
Broad relevant experience of working in a PMO or similar environment supporting Project and Programme Managers with an understanding of project lifecycles, best practice and quality standards	E	2
Ability to resolve issues without clear or pre-defined solutions	E	2
Ability to simultaneously manage multiple varied activities and deliver to deadlines	E	3
Project planning experience and be proficient in Microsoft Office applications including MS Project	E	2
Excellent written skills	E	3
Experience of assisting operational planning and organisational change	E	2

Special Requirements:	Essential/ Desirable

Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.	**Level 1-3**
Communication	3
Adaptability / Flexibility	2
Customer/Client service and support	3
Planning and Organising	3
Continuous Improvement	2
Problem Solving and Decision Making Skills	2
Managing and Developing Performance	n/a
Creative and Analytical Thinking	2
Influencing, Persuasion and Negotiation Skills	2
Strategic Thinking & Leadership	2

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will ine3vitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Organisational/Departmental Information & Key Relationships

Background Information.

With an operating budget of ca. £10M and complement of approx. 120 staff, the University IT Services department provides a wide range of administrative and academic computing and information services for all staff and students at the University.   IT underpins both the operational heartbeat of the University and enables strategic developments.   IT Services' objectives are:

1. Enhance the Student Experience
2. Enable effective and efficient business operations
3. Support Research Activities
4. Refresh and develop IT Strategy
5. Implement the Operating Model for IT.

Department Structure Chart

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            ┌─────────────────┐
            │   Director of   │
            │     Service     │
            │     Design      │
            └────────┬────────┘
                     │
            ┌────────┴────────┐
            │    Head of      │
            │   Operations    │
            │    Projects     │
            └────────┬────────┘
          ┌──────────┴──────────┐
  ┌───────┴───────┐     ┌───────┴───────┐
  │      PMO      │     │    Project    │
  │    Manager    │     │   Managers    │
  └───────┬───────┘     └───────────────┘
          │
  ┌───────┴───────┐
  │    Project    │
  │    Officer    │
  └───────────────┘
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Relationships

Internal

- Project requesters from across the University including all professional services departments and Faculties
- Chairs and members of Senior Leadership teams and their PAs/EAs
- Project governance groups in IT Services and wider University
- Finance, particularly the Business Finance Partners

External

- PMOs in other organisations to share best practice, tools and techniques