CAJE REF CYM/Wales/2023/0008

APPROVED 17/02/2023







**JOB TITLE Project Support Manager – Band 5**

**JOB OVERVIEW**

The Project Support Manager will autonomously manage elements of a specific projects as delegated.

The post holder will also ensure that standard project management methodologies are applied to successfully deliver projects

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| **Main Duties of the Job** | | |
| Formulate, implement, and monitor progress of the projects to ensure that programmes and project work streams are planned, documented, and managed effectively to assist in their successful delivery.  This will also include responsibility for preparing documentation and tracking project plans and benefits. | | |
| **Responsible to** | | |
| **Reporting:** | **Accountable:** | **Professionally:** |
| **Main Responsibilities** | | |
| **Communications**  Communicate complex business sensitive information and issues related to the project, including briefings and reports.  The post holder will be required to maintain constructive relationships with a broad range of internal and external stakeholders.  Use sound communication and negotiating skills to overcome barriers to understanding and delivery and gain mutual agreement in relation to progressing new solutions and service improvements.  Act as a focal point for communications for the programme and ensure the dissemination of information to all identified parties.  **Improvement and Monitoring**  Monitor the progress of a range of work streams, quantifying gaps in resources, identifying risks to delivery and determining the options available for recommendation to the lead that would secure timely action and delivery of the piece of work  Evaluate and assess project performance to highlight areas of risk and provide an appraisal of options for resolution  Capture and monitor project risks and issues, bringing them to the attention of more senior programme staff as appropriate  Undertake reporting and analysis of information to support project delivery by using a variety of IT applications.  Apply risk management to co-ordinate project risks and ensure mitigation plans are in place by risk owners  Analyse and interpret trends and derive detailed profiles and plans updating and refining where required.  **Planning and Design**  Plans and delivers specific elements of the project as delegated linking with workstreams and multidisciplinary stakeholders  Use project control methods for planning, scheduling, and tracking of projects tasks, provides administrative and technical support to Programme / Project Managers.  Organise meetings or events and assist in the diary management requirements of individuals in connection with portfolio of work  **Policy Development**  Develops policies and service improvement for a delegated area of work supporting the project/programme.  Responsible for implementing policies related to the project at an operational level  **Finance and Budget**  Responsibility for maintaining and ordering stock/supplies and for providing this service to allocated projects/programmes.  **Management, Leadership and Training**  The post holder will be expected to provide training on project/ business administration system to staff at all levels across the organisation.  **Digital and Information**  Sets up and maintains appropriate systems for the effective recording and updating of project information. Ensures that appropriate electronic and other filing arrangements are put in place for the designated project, that authorised people within and outside the project or programme have access to appropriate documents and that confidentiality is maintained as required.  Responsible for the operation and maintenance of project information systems and databases including those used to progress project planning and to determine appropriate work scheduling for project staff  Uses a wide range of IT applications to create reports based on a range of information from a variety of sources, presenting to groups as necessary.  **Evaluation and Audit**  Provide advice on research activities in new areas taking account of evidence from elsewhere.  Undertakes continuous evaluation of project performance including monitoring and benchmarking of outputs using a range of qualitative and quantitative methods  Undertakes complex audits related to the project | | |

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| **Qualifications and Knowledge** | **Experience** |
| **Essential**  Educated to Degree level in a relevant subject or equivalent experience    Knowledge of techniques for planning, monitoring, and controlling projects.  **Desirable**  Project Management qualification such as Prince 2 or equivalent experience | **Essential**  Experience of administering projects and programmes.  Experience of successful team working  **Desirable**  Experience of working within the NHS or other public sector body. |
| **Skills and Attributes** | **Other** |
| **Essential**  Developed interpersonal skills with the ability to build relationships at all levels  Able to plan and prioritise workload in order to meet deadlines and deal effectively with conflicting priorities.  Ability to work autonomously and equally effective as part of a multi-disciplinary team.  Proficient in use of standard IT packages eg Microsoft Office with the ability to master new applications.  **Desirable**  Advanced IT skills in a range of desktop applications e.g., Excel, Power BI | **Essential**  **Desirable (but not essential)**  Welsh Speaker (Level 1) or willingness to work towards |