Project Officer

Department: Human Resources
Hours of work: 37 hours per week
Contract type: Fixed term for up to 12 months
Salary: Grade 6, £33,309 - £40,927 per year
Main purpose of the role

As Project Officer you will be responsible for the management of several, key HR projects – producing the agenda; action logs and undertaking particular pieces of work in projects to ensure progress is made. The role will develop and maintain relationships across the whole HR team to monitor the progress of all HR projects. The Project Officer will produce key documents for the senior HR sponsors.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

Role Specific Responsibilities

• Develop and maintain agreed project plans defining criteria for control and management of the project
• Manage project administration, including deadlines for bi-monthly project reporting and annual milestone refreshment
• Take specific responsibility for the support and development of project ideas and, where appropriate, take ownership within the team
• Identify potential issues and problems in project delivery, making recommendations to project leaders in how to address them
• Determine and manage associated project risks
• Report on project progress through agreed reporting lines; evaluate and disseminate project outcomes
• Generate ideas for new project milestones, prepare project briefs/plans and obtain the appropriate support
• Generate and maintain collaborative links with a wide range of individuals and/or organisations, both internally and externally.

Service and Operational Delivery

● Oversee a responsive and proactive support service to ensure service expectations are met.
● Collect and analyse stakeholder feedback to help define needs and requirements and the design and planning of services.
● Contribute to operational leadership teams and decision making to shape the nature and level of support services.
● Implement changes to the design and development of a service.
● Accountable for delivery of a service within a defined area or defined responsibilities.
● Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
● Depending on the role, may be required to act as operational line manager - setting, monitoring and overseeing the work of the team on a day to day basis

Continuous Improvement

● Analyse service and operational delivery data and provide reports, making recommendations for improvement as appropriate.
● Ensure the review and improvement of systems and procedures in line with University frameworks.
● Review internal and external practice to identify opportunities for future improvements or efficiencies.
● Apply expertise to identify, understand and propose resolutions for issues or problems.
● Proactively identify opportunities for building personal knowledge and skills, and ensure training and development needs of the team are met.
● Deliver knowledge sharing on specialist defined processes across the broader team.

Specialist Contribution
● Provide advice to stakeholders in relation to complex policy, procedures and regulations.
● Provide specific technical advice to ensure compliance with legislation, statutory duties, etc.
● Provide specialist expertise and support with complexity of data and information sources, providing interpretation and analysis.
● Carry out in-depth, complex investigations or searches; interrogate the information and data to identify trends and patterns.
● Deliver training, teaching and/or development delivery for stakeholders.

Collaboration and Communication
● Establish, maintain and develop productive and ongoing relationships with University stakeholders to create ideas for tactical service or operational delivery development.
● Build relationships and networks internally and externally to build and update knowledge and skills.
● Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
● Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

Governance and Oversight
● Oversee activity to ensure all processes and transactions are delivered in line with regulatory and professional service and policy standards.
● Provide advice and training to stakeholders regarding compliance and regulations relating to the area of responsibility.
● Contribute to the creation or development of policy and procedures to take account of internal and external changes.
● Ensure activities and documents comply with internal University and external regulation, policy and procedures.

Planning and Organisation
● Plan, organise and prioritise the work of self and team members on a regular basis, taking into account operational needs and changing circumstances over the short to mid term.
● Contribute to longer term strategic/planning of the team’s work.
● Lead the delivery of projects to facilitate service operational change or play a role in University-wide projects.
### Person specification

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<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tr>
<td>Good problem-solving skills</td>
<td>Essential</td>
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<td>An organised and methodical approach</td>
<td>Essential</td>
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<td>Confident negotiator, able to initiate discussions and follow them through to point of conclusion</td>
<td>Desirable</td>
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<td>Able to adapt to changing priorities to support team members at short notice</td>
<td>Essential</td>
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<td>Strong IT Skills – able to use Google mail, Google calendar, Google docs, MS Word, MS Excel and quickly learn new/complex systems</td>
<td>Essential</td>
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<td>Able to communicate effectively with multiple individuals at different levels, with different perspectives</td>
<td>Essential</td>
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<td>A high degree of attention to detail</td>
<td>Essential</td>
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<td>Ability to communicate verbally and in writing to an excellent standard</td>
<td>Essential</td>
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<td>Ability to manage large amounts of project information in a consistent, timely and organised manner</td>
<td>Essential</td>
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<td>Lead projects</td>
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<td>Gather, analyse, interpret and report complex data/information</td>
<td>Essential</td>
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<td>Use digital technologies including Google applications and/or Microsoft Office</td>
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<td>Communicate effectively in verbal and written formats, including the use of a variety of digital tools</td>
<td>Essential</td>
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<td><strong>Behaviours:</strong></td>
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<td>Works collaboratively with others</td>
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<td>Delivers a quality service</td>
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<td>Develops self and others</td>
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<td>Actively champions respect, inclusivity, equality and diversity</td>
<td>Essential</td>
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<td>Identifies and implements continuous improvement</td>
<td>Essential</td>
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