



HM Prison & Probation Service

HQ Job Description (JD)

Band 6

Directorate: Generic - Projects and Programmes

Job Description - Project Support Officer

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Job Description

Job Title	Project Support Officer
Directorate	Generic
Band	6

Overview of the job	The Band 6 Project Support Officer will support the running of projects or initiatives on a day-to-day basis on behalf of the project lead. They are responsible for supporting processes that ensure the project produces the required products within the specified tolerances of time, cost, quality, scope, risk and benefits.
Summary	The Project Support role is responsible for providing essential project management support to the Project Lead, Programme Manager, Programme Director and Programme Board to ensure that progress is maintained, and risks and costs are managed effectively. The role involves providing professional, efficient and effective support service to Project Leads on the programme and close working and liaison with the Programme Management Office, Programme Manager and other key stakeholders. The job holder will be responsible for developing key relationships with individual Single Point of Contacts and the wider project leads and sponsors. The Project Support Officer will need to work closely with the Project Lead, Project Management Office and wider functions as well as external stakeholders in order to progress activities and deliverables within the project.
Responsibilities, Activities and Duties	The job holder will be required to carry out the following responsibilities, activities and duties: • Working closely with stakeholders including Prisons, Probation, HQ, Youth Custody and others to support the development of resources; work packages and deliverables. • Providing effective project support services including monitoring of the project plan and managing the project RAID log. • Leading on project related logistical arrangements are made including ensuring stakeholder meetings are scheduled and actions are accurately recorded and managed. • Maintaining all project documentation and being responsible for change control and configuration management of all project documentation including the Plans, PIDS and associated project documentation. • Providing administrative support including coordinating, attending and minuting meetings and proactively managing the actions produced by the various meetings attended. • Supporting the production of a gap analysis to help inform project deliverables and any additional needs to enable successful delivery. • Supporting the maintenance of the project's resource plan, ensuring the resource profile matches the needs of the project; maintaining a view of resource commitments on business-as-usual activities, assisting as needed with the acquisition and allocation of resources. • Supporting the development of the benefit profiles in line with the project's benefits realisation plan; tracking and reporting the status of benefits realisation. • Leading the internal 'lessons learned' process, including assuring that recommendations are followed up. • Leading on delivery progress reporting (monthly cycle) by prepopulating the project highlight report and supporting workstream leads with planning and risks and issue management. This includes collating, reviewing, analysing

	and monitoring outcomes and data for planned activities, risks and benefits and providing information to HMPPS, MoJ and other key stakeholders, including producing briefing and draft board papers. The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The job holder is expected to accept reasonable alterations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation Scheme and shall be discussed in the first instance with the job holder. An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh.
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Behaviours	• Seeing the Big Picture • Working Together • Communicating and Influencing • Delivering at Pace
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Ability	
Experience	• Project Management Experience (desirable)
Technical	• Project Management Qualification (or be willing to undertake training on the programme)

Minimum Eligibility	<i>Please do not alter this box</i> • All candidates are subject to security and identity checks prior to taking up post. • All external candidates are subject to 6 months' probation. Internal candidates are subject to probation if they have not already served a probationary period within HMPPS. • All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.
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Hours of Work (Unsocial Hours) Allowances	
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Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8	Ability	Experience	Technical
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Seeing the Big Picture			Project Management Experience (desirable)	Project Management Qualification (or be willing to undertake training on the programme)
Working Together				
Communicating and Influencing				
Delivering at Pace				