



HM Courts &  
Tribunals Service

## Role Profile



Role Title **Project Support**

Job family  
group

Change Directorate

Job  
family/ies

Insert text here

Grade **EO**

Status **For internal  
use**

Role Purpose  
**(250 words  
max)**

As Project Support, you will be responsible for a diverse range of activities to support the delivery of the project's objectives. You will help to support the smooth running of the project by assisting the project manager through the administration of project management processes, and the co-ordination of business management actions and activities on their behalf. You will be expected to support the project manager with activities such as communication with the business, maintenance of central project records and production of regular management reports.

Key Accountabilities **(600 words max)**

- Provide a full range of general administrative support for the Project, including project file management using robust version control.
- Organise key meetings and provide secretariat support.
- Provide diary support for the Senior Project Managers.
- Assist with and maintain appropriate systems to enable effective planning and scheduling.
- Assist in maintaining project controls and in producing project reports.
- Responsible for project file management using robust version control. Organise key project meetings and provide secretariat support including taking minutes.
- Assist with maintaining the stakeholder log for internal and external stakeholders.
- Act as the focal point for project responses to external requests for information, including management of mailboxes as an example.
- Assist with and maintain RAID logs, escalating as appropriate.
- Establishing processes and working to deadlines.

#### Knowledge, Skills and Experience **(500 words max)**

- Skilled in the full Microsoft Office suite (specifically Excel, Word, Outlook and Power Point)
- Strong stakeholder management skills
- Effective planning and organisation skills
- Ability to interpret and understand complex information.
- Experience of managing conflicting priorities in a fast paced, constantly changing work environment to achieve successful outcomes
- Experience of building productive relationships with internal stakeholders such as diary managers, business managers and project managers including seeking agreements/trade-offs to keep delivery on track.

#### Desirable:

- Previous experience of working in a programme and/ or project environment
- Introduction to project management (or willingness to undertake)

#### Problem Solving and Decision Making **(300 words max)**

- Ensure that the Senior Project Managers are prepared for meetings - prepare and print papers and commission briefings from other members of project.
- Deal with requests promptly, organise meetings, including room bookings managing conflicting requests, book equipment as required and issue calendar invites, agendas and papers to delegates.
- Arrange travel and hotel bookings for the Senior Project Managers in line with MoJ policy.

- Attend meetings as required to take minutes and record action points. Set up systems to track and monitor action points from meetings, ensuring these are followed up and resolved using appropriate means of escalation.

#### Management of Resources **(250 words max)**

- The role holder will be required to effectively manage a diverse workload, delivering activities at pace and with conflicting priorities. A range of resources will need to be considered when agreeing diary slots, book meetings and travel arrangements. They will need to respond to changing priorities and ensure work is completed on time and to a high standard given the wide range of stakeholders engaging with.

#### Autonomy **(250 words max)**

- The role holder will work unsupervised organising and prioritising their daily workload taking into account changing priorities.
- They will use their judgement to rearrange senior managers diaries to facilitate priorities of the programme/project, escalating to the diary holders only when a resolution cannot be facilitated.
- Administer, monitor and report on the R&R process, including tracking spend against allocation.

#### Key Relationships and Contacts **(300 words max)**

- The role holder will work alongside Diary Managers across the business for senior leaders both internal and external to HMCTS.
- As Project Support, the role holder will escalate issues to the Project Managers and the wider Project Support Team.
- The role holder will also offer support for Project Managers when needed and Programme Project Directors in ensuring they are fully prepared with relevant data and papers for meetings
- The role holder will engage with:
  - Programme/ Project Directors
  - Programme Manager
  - Project Managers
  - Diary Managers for senior leaders both internal and external to HMCTS
  - Project Team
  - PMO Team

