

## Job Description

**Post Title:** Project Support Officer (Transport)  
**Post Reference:** T154  
**Grade:** J  
**Duration:** Permanent  
**Reports to:** Transport Delivery Manager

### Job Purpose

To work closely with members of the Transport Team, assisting them to develop and deliver projects on time and to budget, whilst maximising impact.

### Competency Framework Level

	General Competencies
<b>All Staff</b>	<ul style="list-style-type: none"> <li>• We do what we say we will</li> <li>• We do it when we say we will</li> <li>• We aim for excellence</li> <li>• We keep people informed</li> <li>• We strive to learn and develop</li> <li>• We give and receive constructive feedback and act on it</li> </ul>

### Officer

	Leadership & Direction
<b>Officer</b>	<ul style="list-style-type: none"> <li>• Recognises what they have to do to achieve the vision within their area of work</li> <li>• Communicates clearly about what outcomes will be achieved</li> <li>• Delivers the tasks that form the project or program with diligence to deliver identified value added activities and outputs</li> <li>• Understands the contribution they can make to corporate and service objectives by their delivery</li> <li>• Identifies an issue, suggests solutions and ensures escalation in order to achieve a solution</li> <li>• Brings ideas, suggestions and solutions to the betterment of delivery based on their delivery experience</li> </ul>

	Communication & Influence
<b>Officer</b>	<ul style="list-style-type: none"> <li>• Communicates with colleagues across functional areas to ensure a “joined up” approach to delivering services for the customer</li> <li>• Identifies and articulates issues at the task/delivery level to managers</li> <li>• Listens carefully to understand others’ views</li> <li>• Understands the influences that could affect task delivery and articulates the adaptations that might be necessary for continuous successful delivery</li> <li>• Thinks beyond, to expresses ideas on efficiencies, and streamlined approaches through understanding of the task delivery</li> <li>• Communicates with assistants hourly, daily and weekly on the progress of the tasks</li> </ul>

	Experience & Technical
<b>Officer</b>	<ul style="list-style-type: none"> <li>• Supports the organisation on a day to day basis on defined projects or programmes</li> <li>• Has most of the technical knowledge / skills required to undertake their day to day responsibilities and can independently access anything outside of their skillset</li> <li>• Manages day to day relationships with other staff members within their field</li> <li>• Is responsible for day to day output of work</li> <li>• Manages more junior officers in their projects / programmes</li> </ul>

	Responsibility & Accountability
<b>Officer</b>	<ul style="list-style-type: none"> <li>• Has operational responsibility and accountability to (Senior) Manager for their delegated areas of responsibility</li> <li>• Has operational responsibility and accountability to (Senior) Manager for their delegated areas of responsibility</li> <li>• takes personal ownership of challenges/issues through to resolution</li> </ul>

## **Duties & Responsibilities**

1. To assist managers in ensuring that the Strategic Transport Plan is fit for purpose and the actions contained within it are delivered.
2. To assist managers in delivering the Integrated Transport Programme by implementing and maintaining appropriate systems and documentation to enable effective programme management.
3. To monitor project progress and provide colleagues in the Transport Team with information to enable effective decision making.
4. To support colleagues in the Transport Team with administrative tasks, including organising project meetings and managing action trackers.
5. To maintain effective relationships with a wide range of internal and external stakeholders, and support colleagues in the Transport Team to respond to correspondence.
6. To monitor project spend and collate financial, performance and contract monitoring information to support managers in ensuring sound financial control.
7. To support managers in the identification and effective management of project specific risks.
8. To support the provision of information to internal and external stakeholders on the work of the Transport Team.
9. To undertake research and review best practice to identify future opportunities and the potential for improved ways of working.
10. Undertake any other duties that may be deemed reasonable and necessary to meet the duties and responsibilities of the post and undertake any training that is identified as being required to achieve this.
11. To take reasonable care of your own Health and Safety and co-operate with management, so far as is necessary, to enable compliance with the health and safety rules and legislative requirements.
12. Work flexibly and undertake such other duties and responsibilities commensurate with the grading and nature of the post.
13. Ensure compliance with Corporate Governance procedures, procurement regulations and the Data Protection Act and behave according to the Employees' Code of Conduct.