

Job Description:

IS&T Project Support Officer

Function:	Service Operations IS&T
Job:	IS&T Project Support Officer
Position:	
Job holder:	
Immediate manager (N+1 Job title and name):	IS&T Programme Manager
Additional reporting line to:	None
Position location:	IS&T Department – Salford/Home Based

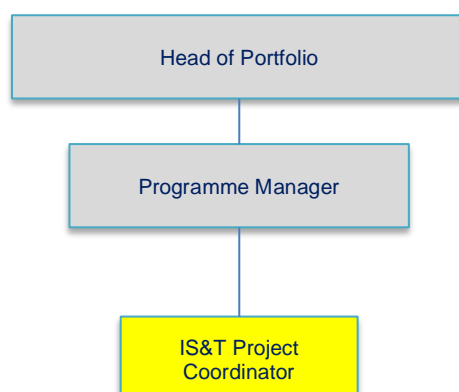
Purpose of the Job

Reporting directly to the IS&T Programme Manager, the Project Support role is integral to our project management team, providing essential support to manage various-sized projects. This role will focus on ensuring that Work Requests, Mobilisations and Managed Change activities are planned and coordinated to ensure delivery to time, cost and quality. The role holder will also support Project Managers on more complex projects. Maintaining and communicating progress throughout the process ensuring that the project objectives are met. Working collaboratively with internal and external stakeholders to deliver the tasks in the plan and to mitigate risk and issues.

Context

- Responsible for the planning and co-ordination of multiple small projects, work requests and managed changes.
- Support Project Managers with the implementation of more complex projects and programmes.
- Adherence to the IS&T Project Management processes and procedures using the accepted tools and templates unless otherwise agreed.
- Occasional travel to other Sodexo offices and /or sites will be required.
- Unless designated as a Home Worker, the role will be Sodexo Office based, however, some flexible home working may be considered at the discretion of the IS&T Programme Manager.
- Expected to adhere to Information Security Policy
- The UK IS&T function is part of the wider Sodexo Global IS&T organisation.

Organisation chart:



Responsibilities

This position offers an exciting opportunity to contribute to the successful delivery of projects within a dynamic and collaborative team environment.

- Liaising directly day-to-day with Business Relationship Managers, Demand Manager and Project Managers to assess new work requests and update on in-flight changes.
- Maintaining up-to-date project files.
- Providing weekly progress reports.
- Liaising with internal and external stakeholders throughout the change lifecycle.
- Ensuring adherence to agreed-upon processes and governance standards.
- Reviewing, executing, and monitoring project activities, addressing delivery challenges and scope development to meet customer expectations.
- Supporting after-action reviews and implementing lessons learned.
- Collaborating with the wider IS&T colleagues to control works, ensuring health & safety compliance and adherence to budget and time constraints.
- Assisting Project Managers in identifying, mitigating, and managing project risks and ensuring legal and compliance standards are met.
- Providing effective organization, coordination, and planning support.
- Ensuring Project Managers have the necessary support to complete projects on time and within contractual timescales.
- Ensuring project quality, customer satisfaction, and on-time delivery for all undertaken projects.
- Assisting Project Managers in day-to-day administrative tasks, including preparing ad hoc quotes, presentations and ensuring that purchase orders are processed and paid.
- Conducting weekly meeting presentations and minute-taking.

Main Assignment

- **Project Initiation and Management:** Take ownership of new work received through the Demand process. Coordinate project initiation activities, including setting up project files, establishing timelines, and collaboratively allocating resources as needed.
- **Documentation Management:** Maintain up-to-date project files aligned with PMO governance and standards.
- **Progress Reporting:** Provide weekly progress reports to stakeholders, summarising project status, milestones achieved, and upcoming tasks. Ensure accurate recording of weekend works in the project tracker.
- **Stakeholder Communication:** Act as a primary point of contact for stakeholders.
- **Project Execution and Monitoring:** Review, execute, and monitor project activities, addressing delivery challenges and scope development to best achieve client goals.
- **Risk Management:** Assist in identifying, mitigating, and managing project risks. Work closely with Project Managers and IS&T Colleagues to ensure works meet all legal and compliance standards, including health & safety regulations.
- **Administrative Support:** Provide day-to-day administrative support to Business Relationship Managers and Project Managers including preparing ad hoc quotes, presentations, and meeting materials. Assist in minute-taking during weekly meetings.
- **Quality Assurance:** Ensure project quality, customer satisfaction, and on-time delivery for all undertaken projects.
- These main assignments form the core responsibilities of the Project Coordinator role, contributing to the successful planning, execution, and delivery of projects within the IS&T environment.

Person Specification

Essential:

- Holds a professional qualification (or studying to achieve).
- At least 2 years' experience working as a Project Coordinator in either a PMO environment or supporting Project Managers to deliver projects.
- Ability to plan tasks and work in an organised way.
- Experience of providing support in and of working with customers.

- A team player with the ability to command respect to create a sense of community amongst the members of the project teams.
- Excellent communication skills both verbal and written.

Desirable:

- Educated to Degree level or invests in personal development within the profession.
- Full Driving License and valid passport
- Security Clearance (May need to obtain SC security clearance)

Competencies

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| <ul style="list-style-type: none"> ▪ Customer Focus ▪ Ensures Accountability ▪ Communicates Effectively ▪ Collaborates | <ul style="list-style-type: none"> ▪ Builds Effective Teams ▪ Drives Results |
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