

## **EBBSFLEET DEVELOPMENT CORPORATION**

**Job Title:** Business Support Officer - Programme Management Office

**Salary:** c.£26,000 per annum depending on qualifications / experience

**Closing Date for applications:**

**Wednesday 9 July (10am)**

**Interviews:**

**28th / 29th July (to take place in Ebbsfleet)**

### **How To Apply:**

To apply please first read the Candidate Pack on the Work for Us page of the EDC website that sets out the requirements for applications - [Work for us - Ebbsfleet Garden City](#)

Your application **must** include your CV and also a cover letter (maximum 3 sides) that explains clearly how you meet the Essential Criteria for the role.

### **Overall Purpose:**

The Business Support Officer – PMO (Programme Management Office) will provide general administrative and secretarial support to the Programme Management Office. The role will co-ordinate team activities and manage the documentation that supports the Corporation's programme and project governance processes. The role will primarily focus on meeting coordination and support which includes preparation of meetings, associated documentation and producing minutes of meetings for 4 Project Boards and 1 Programme Board. These activities will form a significant part of the role.

### **Main Accountabilities and Responsibilities:**

The role will be required to provide a range of general administrative and support services to the PMO. The successful candidate will be required to act flexibly and undertake other duties and responsibilities which may be relevant to the purpose of the job. The role will also provide cover for EDC Business Support Officers as required (e.g. during holidays or to cover sickness).

The post holder will be required to:

### **Programme Governance**

- Provide administrative support to the EDC Project Governance processes including arranging the forward plan of meetings (4 Project Boards and 1 Programme Board), collating and circulating papers, taking accurate minutes, circulating these and their actions, reviewing actions with the responsible staff member and collating information updates. These duties are required to be completed within set timescales.

- Actively manage the document management system, ensuring there is an accurate and easily accessible audit trail of all key project level documentation and decisions made such as business cases and other key approvals, ensuring formal sign off is documented. This will include tracking documents as they progress through approvals, to ensure the PMO obtain approval information which occurs outside of the Project and Programme Boards it attends.

### **Programme Office Support**

- Administratively support the PMO Manager in the maintenance and continuous improvement of programme standards, templates and processes to ensure that EDC project teams have access to up-to-date guidance.
- Assist the PMO Manager in conducting annual assurance reviews to ensure all templates and processes are being followed correctly.
- Where required, support the collation of Programme level information such as programme plans, risk and issue registers.
- Assist the PMO in the tracking of annual KPI and performance data by compiling responses from relevant teams on a quarterly basis and keeping a log of progress throughout the year and for the business plan period.
- Suggest improvements to EDC's working practices, where relevant.

### **Reporting Arrangements:**

The Business Support Officer – PMO will report to the PMO Manager.

### **About the Team:**

The PMO sits within the Corporate Services Directorate and is responsible for supporting all projects through the required governance processes. This helps support the decision making of EDC's Directors, Board and our Sponsor Department, MHCLG. The team's responsibilities include creating and embedding standard templates and processes, monitoring and evaluating information to support decision making, and coordinating governance processes and associated meetings at Programme level.

### **Person Specification**

#### Essential criteria

- Excellent time management and organisational skills – able to complete a range of tasks, filtering workload according to priorities and meeting tight deadlines.
- Intermediate standard IT skills in Microsoft Outlook, Excel and Word as a minimum.
- Experience of undertaking administrative duties such as diary management.
- Ability to maintain accurate and up to date records with strong attention to detail.
- Ability to manage multiple requests and competing priorities.
- Good verbal communication skills - able to speak confidently regarding their role.
- Team player, working flexibly as part of a small team with demanding targets.
- Self-starter attitude with proven problem-solving skills.

- Good general standard of education, with strong literacy and numeracy skills.
- To be amiable, professional and approachable.

#### Desirable criteria

- Experience in supporting busy management teams (projects or operational) and/or strong secretariat duties (multiple diary management, minutes, file management).
- An understanding of programme/project delivery particularly in the public sector.
- A recognised Administration, Secretarial and/or Project/Programme qualification.
- An interest in the regeneration or development sector.

#### **Other Information:**

This post will be based at the Corporation's offices in the Observatory, Castle Hill. It will involve some occasional travel. The Corporation currently operates a hybrid working arrangement whereby staff mix working from home and the office. Staff are required to work a minimum of 40% of their time from the EDC office.