



Project Support Officer

Reports to	Project Manager
Hours	30 hours per week
Location	Bristol or remote with some travel around the UK
Salary	£30,916 Pro Rata
Benefits	A generous package including, employee pension scheme with 4% employer contribution, Cycle2Work scheme, Railcard, 365 day a year access to an employee assistance programme, flexible working

Who are we?

We are SafeLives, the UK-wide charity dedicated to ending domestic abuse, for everyone and for good.

We work with organisations across the UK to transform the response to domestic abuse. We want what you would want for your best friend. We listen to survivors, putting their voices at the heart of our thinking. We look at the whole picture for each individual and family to get the right help at the right time to make families everywhere safe and well. And we challenge perpetrators to change, asking 'why doesn't he stop?' rather than 'why doesn't she leave?' This applies whatever the gender of the victim or perpetrator and whatever the nature of their relationship.

Last year alone, nearly 11,000 professionals working on the frontline received our training. Over 65,000 adults at risk of serious harm or murder and more than 85,000 children received support through dedicated multi-agency support designed by us and delivered with partners. In the last three years, over 1,000 perpetrators have been challenged and supported to change by interventions we created with partners, and that's just the start.

Together we can end domestic abuse. Forever. For everyone.

Purpose

The Project Support Officer will be responsible for supporting the Project Management Team and relevant programme team in the delivery of our major projects and programmes.

Responsibilities

- Provide excellent administrative support to relevant SafeLives' projects, including updating key project documents such as reports, proposals, resource plans, action and risk logs and highlight reports
- Assist and support the project teams for designated projects through managing communications, facilities, project meetings and identified actions
- Provide assistance as required to the Project Management Team, Programme Lead, and Head, facilitating communications with internal and external stakeholders, and arranging meetings, workshops and events
- Manage all project and programme documentation to ensure effective and accurate document management and version control
- Coordinate the communication processes in and out of the project team, ensuring that developments and messages are communicated in a timely, consistent and accessible format

- Support the Project Manager/Programme Lead in delivering action points during the course of the project
- Support the Project Manager/Programme Lead in the development of a project plan showing key milestones and monitor and report on progress
- Maintain, monitor and analyse project plans, reporting on progress as required
- Maintain risk logs and carry out risk/issue assessments, flagging up potential risks and actions to Project Manager or relevant person
- Quality assure project communications (both online and written), ensuring all documents and messages are accurate, coherent and relevant
- Ensure that any information shared whilst performing these duties is in line with SafeLives data storage and collection protocols
- Any other duties, commensurate with the level of the role as requested by the line manager or other appropriate person

Person specification

Skills/experience: essential

- Experience of working in a delivery project and working to project plans
 - Ability to construct, read/understand and maintain project plans
 - Experience of working in delivery projects involving stakeholders from multiple organisations
 - Experience of minuting and facilitating meetings as well as of recording and following up on action points
 - Excellent MS Office skills (including Excel and Outlook) and experience of providing administrative support and coordination to a team
 - Experience of managing shared documents and tools
 - Experience of report writing and delivering progress reports
- Experience of supporting a risk /issue management process and the ability to identify and flag up risks and issues

Competencies

Teamwork and collaboration

- Works effectively as part of a team to deliver shared objectives and to build team spirit
- Supports colleagues in demanding situations, recognises the importance of well-being in self and others, accepts help and support from other team members
- Listens to the views of others

Communication and relationship management

- Builds and maintains good relationships with a range of internal and external stakeholders
- Speaks and writes clearly and effectively and in a timely manner to both internal and external audiences
- Tailors communication to suit the audience

Organisational Awareness

- Has a level of awareness/expertise about DA that is appropriate to the role

Delivering Quality

- Achieves objectives ensuring work is delivered to deadline and to a high standard
- Takes responsibility for own workload, acts on own initiative, seeks feedback from others, evaluates own performance and then acts upon it
- Tries out new ideas and ways of working and identifies and shares learning

Influence

- Inspires confidence and trust in others – demonstrating high standards of integrity, honesty and fairness