

Job Description and Personal Specification

Job Title	Project Support Manager (PSM)
Salary	£32,634.16 Actual salary £26,107.32 Pro rata
Hours of work	Part-time, 30 hours per week
Working pattern	To be agreed with the appointed candidate
Place of work	67 High Street, Thornbury, BS35 2AW
Annual leave	25 days annual leave (increasing to 28 after 3 years' service), plus public holidays, all pro rata
Status	Permanent

Job Purpose
To play a crucial role in ensuring the smooth execution of key projects within the charity by providing administrative, logistical and coordination support to the project teams To work closely with project managers and other stakeholders to ensure that project activities run smoothly.
Responsible to
Head of Services
Contacts
CEO, Head of Service, Age UK South Gloucestershire Project Leads, funders, external partners and beneficiaries.

Key Responsibilities

Monitoring Compliance With Governance Frameworks and KPI's

- The PSM will be responsible for monitoring and ensuring compliance with the project's governance framework and performance measures
- To oversee the project's adherence to standards, procedures, and policies that are set out at the beginning of the project.
- Utilise a range of governance tools, including project management software, reporting templates, and risk management tools, to ensure that every step of the project is aligned with the governance framework and performance measures

Facilitating Communication between stakeholders.

- Play an essential role in facilitating communication by ensuring that stakeholders and project managers communicate clearly and consistently.
- Schedule and prepare for regular meetings, draft communication plans, and make sure that relevant information is distributed to the right people at the right time.
- Support transparent reporting practices by ensuring that information about the project's progress, challenges, and successes is communicated to all stakeholders.

Documenting processes and decisions

- Accurately document processes, decisions, and outcomes.
- Ensure that project documentation is complete, up-to-date, and stored correctly for easy access by the project team and stakeholders.
- Track meeting minutes, maintain project schedules, update risk management logs, and keep records of decisions made throughout the project.

Admin support

- Provide administrative assistance to the project team, this includes maintaining project documentation, organising files, updating spreadsheets, and ensuring all records are accurate and easily accessible.
- Assist the project manager with preparing and distributing meeting agendas, notes, and reports.

- Track the progress of the project by ensuring that milestones are met, tasks are completed on schedule, and resources are allocated efficiently.
- Monitor project timelines, update project plans, and provide status reports to the project manager and stakeholders.
- Flag issues or potential delays early and assist in finding solutions.
- Help the project manager to facilitate project meetings by preparing agendas, scheduling meetings, taking meeting minutes, and following up on action items.
- Ensure that meetings are productive and that any key decisions or discussions are well-documented.

Resource management

- Play a key role in coordinating resources, ensuring that team members have what they need to complete their tasks.
- Help arrange equipment, facilities, and other resources necessary for the project's success.

Change Management Support

- To ensure that changes in the project plan or decisions are properly logged and that all stakeholders are informed.

General Responsibilities of all staff members

- To ensure that all administration protocols and procedures are efficiently undertaken.
- To attend supervision sessions & other meetings as required by the CEO.
- Maintain a commitment to professional development through a combination of both formal and informal methods, including attendance at mandatory training and meetings as directed.
- Uphold the highest standards of personal conduct in all matters relating to the role, working within all policies and procedures of AUKSG.

Other Duties

This job description is intended as a guide to the general duties required of the post. The post holder may be required to undertake training and perform duties other than those given in the job description. The duties and responsibilities attached to posts may vary from time to time. Such variations are a common occurrence and would not justify the re-evaluation of a post. Where a permanent and substantial change in the duties and responsibilities occurs, then the post would be eligible for re-evaluation.

Disclosure and Barring Service (DBS)

This post is subject to a satisfactory Enhanced Disclosure and Barring Service check, which will disclose all relevant cautions, reprimands and warnings as well as convictions. In addition to completing this application form, you are required to provide us with details of all spent and unspent convictions. Please send this information to us under separate, confidential cover to the Chief Executive Officer. Remember to include your name, address and the position for which you are applying. We guarantee that the information you provide will be used fairly and will only be seen by those who need to see it as part of the recruitment process.

A criminal record will not necessarily bar you from the advertised position. This will depend on the nature of the position and the circumstances and background of your offences. However, failure to reveal this information could lead to the withdrawal of an offer of employment or disciplinary action.

Equal Opportunities

All employees have a responsibility to understand and abide by the obligations laid down in the organisation's equal opportunities policies.

Health and Safety

All employees have responsibility for their own health and safety and for that of others who may be affected by their acts or omissions. Staff members are required to adhere to all health and safety regulations, guidance and procedures at all times.

Confidentiality

All employees are expected to respect confidentiality in relation to Age UK South Gloucestershire business, client and service user data.

Person Specification

Essential Criteria – Knowledge & Skills

- Able to show previous project management experience
- Excellent verbal and written communication skills
- Ability to work as part of a team as well as work independently
- Experience of communicating with, and presenting to a wide range of audiences, e.g. health professionals, community & Voluntary sector organisations, older people and their families
- Excellent personal organisation skills and ability to prioritise and meet deadlines
- Confident with IT systems, specifically outlook, word, excel, project management and risk management tools
- Ability to talk to service users about sensitive issues including medical conditions
- Experience of working with/supporting the ageing population and understanding the challenges they face
- Ability to carry out tasks with attention to detail

Desirable Criteria

- Hold a relevant project management qualification such as Price 2
- Experience of working with individuals within a community setting
- Able to demonstrate experience of project management, monitoring and evaluation
- Awareness of safeguarding in relation to adults
- Problem-solving and the ability to implement solutions
- Committed to continuous professional improvement
- Flexibility and willingness to work occasional unsociable hours
- Car driver, willingness to travel, holds clean driving licence and relevant insurance