

Project Support Officer (OHAC)

Various Locations - Main base School Place, Kirkwall.

At a glance:

Grade: E

Salary: As per advert

Allowances:

- Distant Islands Allowance

Job Purpose:

Your role is to provide high quality, complex and proactive business support to senior managers and project leads within Community and Social Care Services, including support to the Community and Social Care Services Review and Transformation Programme.

For application support contact hrsupport@orkney.gov.uk or call 01856 873535 ext.2250

Benefits and Support

34 days annual leave, increasing to 39 days over 5 years, inclusive of Public Holidays (pro-rata)	Supported to work and earn whilst achieving qualification
Local Government Pension Scheme	Maternity, Paternity and Sick Pay
Comprehensive induction process	Employee Assistance Programme

Main Duties and Responsibilities

Be the first point of contact for project and service-related enquiries, ensuring effective and professional handling of communication across a wide range of stakeholders.

Take responsibility for dealing with incoming mail and project-related correspondence, including consultation feedback and stakeholder communication, ensuring appropriate action and timely responses.

Actively manage email accounts including screening, prioritising, delegating and replying where possible.

Undertake proactive diary management for Project Manager(s) and senior leads, including forward planning, managing competing priorities and anticipating requirements.

Coordinate project governance meetings, including Project Board, Steering Group and Working Groups, including:

- Preparing agendas
- Booking venues
- Managing invitations
- Collating documentation
- Supporting delivery of consultation sessions

Support meetings, including those of a confidential nature, to take minutes, record actions and follow up actions.

Support the delivery of the Community and Social Care Services Review by:

- Maintaining project plans, action logs, risk registers and milestone trackers
- Coordinating stakeholder consultation activity in line with Council policy
- Collating and formatting reports, consultation outcomes and briefing papers for governance groups
- Supporting audit trails and documentation required for programme governance and reporting
- Assisting in tracking progress against workforce redesign, rota changes and service transformation activity

Work closely with Project Leads to ensure all projects are appropriately scoped, quantified, and prepared prior to approval.

Support the smooth coordination and delivery of projects, including co-authoring project plans where required and assisting with the development of structured, deliverable-focused plans.

Support the development and review of options in assessing service requirements.

Set up, produce and maintain key project management documentation, including reports, presentations, meeting minutes, project plans, programmes, and risk registers. Provide support to the Project Leads in the planning and organisation of complex improvement programmes.

Process orders, invoices, and support in the monitoring of project-related expenditure (no direct budget ownership).

Responsibilities for All

Embody the Council Values of Accountable, Reliable, Considerate and Collaborative.	Participate in team meetings, 1 to 1s, supervision and good conversations process
Handle all information in confidence and in line with Data Protection requirements	Comply with the Council Employee Code of Conduct
Work safely to prevent risk to yourself and others	Comply with relevant professional body codes of practice/conduct
Ensure Equality, Diversity and Inclusion	Any other duties appropriate to your grade
Undertake mandatory and relevant training and development	Where required Support the Council's emergency response

Skills and Requirements

Must have

Holding a qualification at SCQF 6/7 i.e., SVQ3, National Certificate, Foundation Apprenticeship, Higher, Advanced Higher, Scottish Baccalaureate, HNC, Certificate of Higher Education in a Business Studies/Administration or Accountancy field.

Or

Having a minimum of 3 years previous relevant experience, as detailed in the other requirements in this Skills and Requirements sections.

Significant recent experience in an administrative role.

Confident IT user with considerable experience of Microsoft Office applications.

Evidenced organisational, time management and communication skills.

Previous experience of calendar management and co-ordination.

Experience of working in a fast-paced environment.

Requirements of the Role

Disclosure/PVG:	PVG Adults	Convictions to Declare:	All
Politically Restricted Post:	No	Sponsorship:	No
Work Additional Hours:	No	Term Time Post:	No