



Nuffield Foundation

Programme Support Officer

Contract: Fixed Term Contract – 9 months

Location: 28 Bedford Square, London

Hours: 35 per week

Salary: circa £25,000 per annum + (depending on experience)

The Nuffield Foundation is a charitable Trust committed to improving social well-being by funding research and innovation projects in education and social policy. Financially and politically independent, we have an annual expenditure of c £11 million.

We are seeking an experienced and energetic Programme Support Officer who will provide administrative, programme and project support to the Foundation's internal change programme, known as the Gateway Programme. The main aim of the role is to deliver systems and process change projects. The role requires a confident and dynamic individual who can provide comprehensive support with changing our internal processes.

Duties will include:

- Coordination of programme and project meetings
- Maintenance of programme and project documentation including project plans, process flows, issue log and risk register
- Testing of new systems, following tests scripts and recording results
- Gathering information regarding the requirements for new systems
- Gathering feedback on the implementation of new systems, processes and communications
- Cleansing data, including deleting data that is past the retention schedule and improving data quality

Whilst the role is varied in nature there is a strong emphasis on providing support to Project Managers and Project Working Groups.

Key skills and experience:

- Minimum A level standard or equivalent
- Excellent administrative and organisational skills
- Strong written and verbal communication skills
- High computer literacy and attention to detail
- An innovative and flexible approach

Candidates with a Project Management qualification would bring notable additional benefits to this role.

To apply, please send your CV together with a covering letter to recruitment@nuffieldfoundation.org to reach us by Monday 27 August 2018.

No Agencies.

JOB DESCRIPTION			
Job title	Programme Support Officer	Department	Gateway Programme
Job holder	Vacant	Reports to	Director, Finance and Information Systems
Job type	Fixed Term, full time (9 months initially), however, part time requests would be considered	Date created/amended	July 2018
Job aim	The Programme Support Officer will provide administrative, programme and project support to an internal change programme (known as the Gateway Programme) delivering 7 system and process change projects. This programme has been established under formal programme governance structures.		
Resources	Staff reporting to this post: none Budget: none		
Responsibilities			
Including but not limited to:			
1. Support Project Delivery			
	<ul style="list-style-type: none"> ▪ The majority of this role will involve providing support to Project Managers and Project Working Groups in the delivery of key project tasks. This would include: <ul style="list-style-type: none"> • Testing of new systems, following tests scripts and recording results • Requirement gathering for new systems • Gathering feedback on the implementation of new systems, processes and communications • Cleansing data, including deleting data that is past the retention schedule and improving data quality 		
2. Communication			
	<ul style="list-style-type: none"> ▪ To support Project Managers and the Programme Board with communicating key messages by a variety of channels including face to face, email and intranet. 		
3. Programme and Project Meetings			
	<ul style="list-style-type: none"> ▪ To coordinate programme and project meetings, including working group and Programme Board meetings, and associated workshops, and to take minutes at those meetings. 		

4. Programme and Project Documentation	
	<ul style="list-style-type: none"> To support the maintenance of programme and project documentation including project plans, process flows, issue log and risk register
5. Administrative Support	
	<ul style="list-style-type: none"> To provide general administrative support to the Programme Board, Project Managers, and Project Working Groups.
Other	
	<ul style="list-style-type: none"> The above list of key responsibilities (and associated activities) is not exhaustive. It may be necessary to carry out other work within the scope of the role, as reasonably requested.
Person specification: Programme Support Officer	Essential (E), Highly Desirable (HD) or Desirable (D)
Experience	
<ul style="list-style-type: none"> Experience of working in an administrative role including organising meetings and events 	E
<ul style="list-style-type: none"> Experience of liaising with many people at different levels 	E
<ul style="list-style-type: none"> Experience in carrying out system testing, for example following test scripts and recording results 	HD
<ul style="list-style-type: none"> Experience of working in project administration, for example working with project plans, risks registers, issues registers 	HD
<ul style="list-style-type: none"> Experience of working in an internal change programme 	D
<ul style="list-style-type: none"> Experience in system implementation 	D
<ul style="list-style-type: none"> Experience of working in a not-for-profit and/or a charitable foundation 	D
Knowledge and Skills	
<ul style="list-style-type: none"> Educated to A level standard or equivalent 	E
<ul style="list-style-type: none"> Excellent organisational skills 	E
<ul style="list-style-type: none"> Excellent English writing, editing and communications skills 	E
<ul style="list-style-type: none"> The ability to work to a high level of detail and accuracy 	E

<ul style="list-style-type: none"> • High computer literacy (Microsoft office skills, including Word, Outlook and Excel, PowerPoint) 	E
<ul style="list-style-type: none"> • Project Management qualification 	D
Personal Qualities	
<ul style="list-style-type: none"> • A well-organised, systematic and methodical approach to work 	E
<ul style="list-style-type: none"> • Motivated to regularly undertake routine admin tasks, and when required embrace more technical system related work 	E
<ul style="list-style-type: none"> • Thrives on working with competing priorities 	E
<ul style="list-style-type: none"> • A team player, with strong interpersonal skills, able to work in a collaborative way in order to build and maintain good working relationships 	E