

# Kent County Council

## Job Description: Project Support Officer

---

<b>Directorate:</b>	<b>Growth, Environment and Transport</b>
<b>Unit/Section:</b>	<b>Highways &amp; Transportation</b>
<b>Grade:</b>	<b>KR5</b>
<b>Responsible to:</b>	<b>Major Programme Office Team Leader</b>

### **Purpose of the Job:**

The post holder will be part of the Major Programme Office, providing project support to the larger Major Capital Programme team in the bidding, development and delivery of major infrastructure and transport projects.

### **Main duties and responsibilities:**

- Provide general administrative support to the team; including setting up and organising meetings, venues and taking minutes at project meetings as directed.
- Carry out land referencing, utility enquiries and road space requests.
- Monitor and support the team in providing high quality customer service responding to customer queries via the Team mailboxes and KCC bespoke software: CSM and iCasework.
- Assist in the production and update of scheme communications, including newsletters and websites, in line with KCC style guide.
- Provide general financial support to the team, including raising orders, processing invoices, drafting payment certificates and monitoring outstanding payments to ensure timely processing and resolve any associated issues. Assist in the production of regular financial reports.
- Ensure compliance with Health and Safety legislation and completion of appropriate training as directed.
- Provide evolving support in the delivery of major projects from feasibility to post construction to improve efficiency to existing processes.
- Be prepared to undertake a programme of training in KCC systems to enable the successful applicant to undertake all the duties and responsibilities required.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

# Kent County Council

## Person Specification: Project Support Officer

---

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE level, NVQ Level 2 or equivalent required including a good level of Maths and English.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of regular multi-tasking and dealing with non-routine activities to support the delivery of a project.</li> <li>• Proven experience of the use of relevant computer applications (including MS Excel, MS Word, MS Outlook and MS PowerPoint).</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Good analytical and problem-solving skills within defined procedures.</li> <li>• Well organised and efficient.</li> <li>• Ability to work within a team as well as on own initiative. An ability to work to deadlines and under pressure without close supervision.</li> <li>• Excellent communication and interpersonal skills as well as a flexible approach.</li> <li>• Excellent written communication skills, accuracy, common sense and enthusiasm. Excellent customer care skills</li> <li>• Commercial awareness</li> <li>• Excellent level of computer skills including the ability to use Microsoft Office Word, Excel, PowerPoint, Outlook, Teams, Adobe Acrobat and minutes taking.</li> <li>• Ability to learn process and software with training.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Awareness and understanding of KCC's overall business priorities and organisational processes</li> <li>• Knowledge of the geography of Kent.</li> </ul>

**KENT VALUES AND CULTURAL ATTRIBUTES**

**Kent Values:**

- We are **brave**. We do the right thing, we accept and offer challenge
- We are **curious** to innovate and improve
- We are **compassionate**, understanding and respectful to all
- We are **strong together** by sharing knowledge
- We are all **responsible** for the difference we make

Our values enable us to build a culture that is:

**Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile

**Curious** - constantly learning and evolving

**Compassionate and Inclusive** - compassionate, understanding and respectful to all

**Working Together** - building and delivering for the best interests of Kent

**Empowering** - Our people take accountability for their decisions and actions

**Externally Focused** - Residents, families and communities at the heart of decision making