

JOB DESCRIPTION

Support Officer Business and Projects

Post Ref	2.3.5.1 2.3.5.2 and 2.3.5.4
Reporting To	2.3.5 Manager Business and Research Projects
Pay Band	EO
Line Management	N/A
Budget Management	

Job Purpose

To undertake work to support the development and implementation, of projects and business as usual activities identified within the directorate.

To provide support to the Business Manager and Leadership team to monitor, evaluate and report progress against planned directorate initiatives.

Key Accountabilities:

- Using, maintaining and developing Ofqual systems and processes to support the delivery of activities within directorates.
- Producing high quality documents, reports, briefing papers and presentations which are fit for purpose and meet business requirements.
- Collating, analysing and presenting information in a variety of formats as required.
- Carrying out background research as and when required to support the delivery of the directorate's objectives.
- Managing queries and requests for information, drafting or coordinating effective responses as appropriate.
- Organising and co-ordinating meetings, events and communications to ensure these run smoothly and achieve their purpose.
- Providing high level business support to managers and business areas within directorates, such as assisting with the development of annual business plans, and documentation to support the quarterly review process.

- Supporting the implementation of corporate approaches such as risk management.
- Monitoring and tracking the progress of directorate initiatives through the use of a range of project management tools, systems and techniques, encompassing performance, resource and financial reporting.
- Supporting the preparation of assignment specifications for Experts and/or any other procurement activities.
- Liaising with the Administration Team to source, monitor and performance manage external subject experts and providers in order to ensure the required quality standards and timescales are met.
- Coordinating the required administration activities (to be done by the Administration Officer and Administration Team) in support of the projects and business activities.

Corporate Accountabilities:

- Acting as a role model for Ofqual's values and professional standards
- Supporting your manager with the delivery of the business and corporate plans for your area.
- Contributing to continuous improvement in your own area of responsibility.
- Supporting your manager with risk management by reporting/escalating any identified risks or issues, as appropriate.
- Being fully aware of and actively complying with Ofqual's policies and procedures relevant to your own responsibilities and to corporate policies and procedures including equality, sustainability and the environment, health and safety and data protection.
- Performing any other reasonable duties as directed by line management.

This list should not be regarded as exhaustive and the post holder will be expected to deliver other duties relevant and appropriate to this post.

PERSON SPECIFICATION

Experience

Criteria	Essential (E) or Desirable (D)
Experience of working within a structured project management environment.	D
Experience of using a range of administrative and business processes and procedures.	D
Experience of working within a budget management framework.	D
Experience of organising, structuring and servicing of meetings.	E
Experience of working with external experts and other providers.	D
Experience of maintaining document recording and management systems and procedures.	E
Experience of collaborating and partnering with internal and external stakeholders.	E
Experience of working in the public sector and/or a regulatory environment.	D
Experience of contributing to multi-disciplinary work to achieve objectives.	D
Experience of delivering work to agreed deadlines.	E

Skills and Abilities

Criteria	Essential (E) or Desirable (D)
Ability to provide excellent customer service to internal and external stakeholders.	E
Excellent written and oral communication skills to communicate clearly and concisely with others.	E
Effective team working and interpersonal skills.	E
Effective time management skills, including the ability to successfully prioritise workloads, and manage multiple competing priorities.	E
Interpersonal skills when handling queries and enquiries from external stakeholders either on the phone and/or face to face.	E

Ability to complete tasks accurately and demonstrate strong attention to detail.	E
Ability to plan and analyse evidence such as financial information.	E
Ability to work flexibly and apply good time management skills, to respond to changing needs and priorities of the team and the organisation.	E
Able to analyse data and information to produce clear reports on trends, patterns and other observations.	E
Able to use initiative to resolve routine problems and issues.	E
Able to maintain effective working relationships to work collaboratively with others to achieve objectives.	E
Able to identify and track risks to support effective risk management	E
Ability to understand Ofqual's strategic priorities and contribute to achieving those.	E
Ability to use appropriate IT applications effectively (including Outlook, SharePoint, Word, PowerPoint and Excel).	E
Able to use basic project management disciplines to lead or contribute to project work.	E

Knowledge including qualifications

Criteria	Essential (E) or Desirable (D)
BTEC Level 3 Business Administration or equivalent experience gained whilst working in a similar role.	E
Understanding of the role of a regulator.	D
Understanding of the education system.	D

You will be required to evidence the essential criteria in your application, and if successful, at interview. Additionally you may also be required to complete online tests, exercises, scenarios and/or psychometric testing.