**DMWS: Project Office Assistant - Job Description**

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| **Role Summary** |
| Job Title: | Project Office Assistant | People Responsibility: | 0 – None  |
| Function: | Operations |
| Geographic Responsibility: | **All operational areas** |
| Reports to: | Head of Infrastructure  | Base Location: | Home  |
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| **Role Purpose** |
| Reporting to the Head of Infrastructure, but supporting the needs of the wider organisation, as the Project Office Assistant, you will provide critical, complex admin and process support to the Infrastructure, Operations, and Business development teams within DMWS, assisting with the design, delivery, and management of objectives across the business.A multi – faceted role, with areas of responsibility which include, but are not limited to, assisting in the delivery of project aims and objectives, aiding service set up and reporting, and providing support to department leads to ensure key governance principals are in place, such as contract monitoring, cyber security, and data protection. The role will also be responsible for the provision of key project office material to colleagues in support of bids and tenders when required. This is a fantastic opportunity for a talented individual who has the necessary skills and interest to undertake the role and would be particularly suited to those with experience of complex project and multi department assistance, compliance and quality support, and organisational governance/ best practice. The role is diverse, and the right person will be making a real difference to the valuable work that DMWS does. The role is home based, but with a requirement to travel subject to need.  |
| **Key Accountabilities*** Provide support to multiple departments and internal projects, creating timelines, reports, materials, and deliverables to contribute to effective business outcomes.
* Ensure effective and reliable outputs from the Project Office, including the production of accurate documentation and recording (e.g. project metrics etc.), following up on the progress of action items and other tasks and reporting to the relevant Head of dept.
* Work closely with colleagues across the business to document processes and best practice, supporting team members in completing their tasks to ensure they meet milestones, including the preparation of internal reports which contribute to contract performance and /or development.
* Support the Project Office / Head of Infrastructure with the maintenance and delivery of the quality standards such as ISO 9001; Cyber Essentials Plus; CCQI and other accreditation processes as and when needed.
* Ensure that the Project Office and organisational risk registers are accurately maintained, liaising with all departments to ensure reviews and checks are scheduled and delivered on time, highlighting risks to service delivery and work collaboratively with the Head of Region and Operations Manager to mitigate risk and rectify issues as they occur.
* Assist with the delivery of key governance material relating to areas such as UKGDPR and Safeguarding, ensuring Project Office, Infrastructure, and Training and Compliance depts. are aligned and engaged with the task.
* Actively contribute to a culture of innovation, resourcefulness, and best practice to make the best use of your time and others. Able to spot and identify positive opportunities for change and development.
* Work in an agile manner, being willing to put time and effort where organisational priorities require and approach your role with flexibility and enthusiasm.
* Be an enthusiastic ambassador for DMWS, liaising effectively and professionally with all stakeholders and ensure your work reflects the culture of DMWS.
* Treat everyone with dignity and respect, always abiding by our Diversity & Inclusion Policy and challenging any unfair practices or behaviours. Celebrate diversity and help the organisation to be an employer of choice.
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| **Key Capabilities*** Detail oriented – attention to detail is key in this role. You’ll have the skills to interrogate and analyse data and information and be able to spot and raise areas of note or concern, alongside the ability to understand and deliver on varied, complex tasks.
* Exceptional writing skills - able to produce concise and accurate internal and external communications.
* Organised – with such a varied workload, an organised and methodical approach to your work is a must. You’ll be able to prioritise and plan your own time, dynamically responding to changes and challenges as they arise.
* A self-starter – you’ll be self-motivated, able to run with a task when given it, whilst making a judgement call on when to ask for help or guidance.
* A great communicator – working with colleagues across the business, and internal partners, you’ll need the ability to communicate effectively with people at all levels.
* Capable and competent in the use of a wide range of IT systems and processes relevant to the management, storage, and creation of project office material.
* An understanding of the principles of data governance and/or a commitment to undertaking suitable training in support of this.
* An understanding of the principles of Safeguarding and/or a commitment to undertaking suitable training in support of this.
* To work in accordance with and promote our values which are: -
* **Commitment** - We are passionately committed in heart and mind to the people we support, delivering our service whenever and wherever they happen to be.
* **Integrity** - We act with integrity, consistency, and honesty in all that we do.
* **People** - We support each other. We trust, encourage, and develop our staff, because we know that it is our people who make us what we are.
* **Working Togethe**r - We work collaboratively together and with others to provide the best possible service to the people we support.
* A current Driving License and access to a vehicle is not a requirement, though reliable access to locations throughout the UK is necessary if needed, along with a willingness to travel and be away temporarily if required.
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| **Experience & Qualifications** |
| * Strong experience in the management of multiple tasks, timelines, and requirements from a diverse range of sources within an organisation – capable of delivering against multiple milestones to all. A proven track record of supporting project and business objectives.
* Experienced and extremely competent in the use of Microsoft 365 products (E.g. Teams, Excel, Word, SharePoint, PowerBI, Planner, etc.) and project and business management software and tools.
* Qualification or demonstrable experience relevant to complex business and/or project supporting role and outcomes.
* Experience of the principles and requirements of governance requirements, particularly cyber security (e.g. Cyber Essentials), safeguarding, and performance accreditation (e.g. ISO9001, CCQ, CCQI etc.)
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| **Benefits of Working with DMWS** |
| We recognise that without our staff we are nothing, they are the most important asset that we have. We offer employees the following benefits: -* Annual Leave: We give employees 30 days a year annual leave plus Public Holidays (pro-rata'd for part-time employees).
* Pension: Auto enrolment onto DMWS workplace pension scheme – subject to eligibility. You will make a minimum contribution of 5% which DMWS will match. Contributions will be matched up to 6% by DMWS.
* Death in Service Scheme: Three times your annual salary to nominated beneficiaries - subject to eligibility.
* Flexible Working: All flexible working requests are considered - many of our staff work flexible hours and work wholly, or partly from home.
* Smart Health: Access to a 24/7 virtual GP service, with a counselling service and on-line help and support around health and well-being matters
* Work-based Parking/Mileage: For those who pay to park at their work-base, fees are repaid through expenses. Mileage claims are reimbursed in line with HMRC guidelines.
* Enhanced Sick Pay: Enhanced sick pay scheme for all employees upon completion of their probationary period.
* Staff Recognition: Staff are regularly recognised for their work by the leadership team and their peers, via internal events, social media, and industry awards.
* Personal Development Programme: DMWS supports employee continuing professional development and training.
* Above all, being part of the DMWS team means that you are making a difference to the lives of those working on the frontline.
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