

Job Description

Project Officer

Salary:	Grade 6
Contract:	Part time, fixed term
Location:	Canterbury Campus
Responsible to:	Reader-School of Psychology
Job family:	Administrative, professional and managerial

Job purpose

The Project Officer will provide assistance and co-ordination in the management of a large-scale research project. The role holder will develop, maintain and support effective, two-way channels of communication for the project and its stakeholders to facilitate successful delivery of objectives.

The Project Officer will be responsible for overseeing the logistical aspects of the project, including tasks such as fielding participant enquiries, liaising with stakeholders, liaising with the advisory board and external speakers, assisting with conference organisation, overseeing the budget, helping to prepare the grant reports, managing the project webpage, and managing the project's social media accounts.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Provide proactive, timely administrative support and coordination for all aspects of project activity to ensure the efficient running of the project and support with the delivery against key milestones and within available resource. This includes producing and managing project and delivery plans, tracking activities, reporting progress and following up on action points arising from meetings, as appropriate.
- Act as the first point of contact for the project, responding in a timely fashion to, and proactively following up on, incoming enquiries.
- Develop and manage a project plan to track progress of the development of the online data collection platform, source web developers and graphic designers, and coordinate with the development team to ensure the platform is built as per the project requirements, in budget and on time.
- Establish and manage social media channels to promote the online data collection platform, and drive user engagement.
- Produce project reports and briefings at timely and regular intervals, identifying areas of concern or the need for further resources or focus, ensuring that the project lead and/or sponsor is kept updated and informed.
- Support project related communication activity by liaising with stakeholders to ensure that they are kept fully informed and engaged with the process through the timely provision of information.
- Coordinate and promote project events and prepare briefings/communications for stakeholders to ensure appropriate participation, and to raise the profile of the project so that all stakeholders understand the project deliverables and how it may affect them. This may involve facilitating events.
- Support the effective monitoring and evaluation of the project through devising and developing evaluation and tracking tools, analysing data, and keeping accurate records to enable stakeholders and the project lead to assess the impact of the project and engagement activities (e.g. surveys, data collection).

- Provide budgetary and financial administrative support ensuring that the project's finances are administered in line with University procedures and any relevant regulatory requirements.
- Contribute to the continuous improvement of the project and its processes.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Act as the main point of contact for the project and will meet regularly with a broad range of staff within the Divisions and Professional Service Directorates to ensure that the project is progressed in alignment with agreed dates. Required to build and maintain good working relationships with a wide range of stakeholders – internal and external to the University.
- Work independently without close supervision from the project lead, progressing agreed tasks and work to ensure the delivery of a first-class service to all stakeholders.
- Manage a range of conflicting priorities and demands on time and resources, deciding how best to plan and organise own workload to ensure the best possible outcomes and to ensure that an efficient, effective and robust service is provided in support of directorate objectives.
- In order to identify areas of concern and risks, the role holder will require the ability to understand and convey information that may be complex and that may need explanation or interpretation to help others understand.
- Develop a good understanding of the principles of project management and University specific procedures relating to the project.

Facts & figures

The project budget is £1.4 million and the project will run for five years, starting 01 April 2024. Other members of the project team will be Dr Everett, Dr Awad, two Research Associates, one Postgraduate Student, other University of Kent Academic Staff, Research Assistants, Web Developers, and an International Advisory Board. There are periodic deliverables Council throughout the project, and we will be required to submit an end of grant report.

Internal & external relationships

Internal: Academics, Professional Services Staff and Students and Staff at all levels within Central Professional Services departments

External: Relevant external bodies - public, private and third sector organisations; specialist consultants; other HEIs

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Repetitive limb movements
- Pressure to meet important deadlines such as might be inherent in high profile projects
- There may be a requirement to work evenings and weekends

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Educated to A Level standard or equivalent (A)
- Substantial experience in a similar role providing project administrative support and coordination (A,I)
- Experience of setting up administrative systems and procedures for a new project (A,I)
- Excellent IT skills, particularly in the use of MS Office packages and using Excel spreadsheets and databases to manage data and information on a regular basis (A,I)
- Excellent verbal and written communication skills, including clear and effective facilitation and presentation skills and the ability to produce clear and concise written materials with meticulous attention to detail (A, I)
- Excellent interpersonal skills with the ability to build and maintain effective working relationships with a wide range of staff across the University (I)
- Good project management skills with the ability to plan and manage multiple projects and workload whilst taking account of conflicting demands and deadlines (A,I)
- Ability to research, digest, analyse and present material clearly and concisely (I)
- Excellent organisational skills with experience of managing own workload, prioritising tasks as appropriate and effectively dealing with competing priorities (A,I)
- Ability to work effectively with minimal supervision and guidance as well as collaboratively as part of a team (I)
- Ability to assess outcomes of work and constantly review processes to improve them (I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role (I)

Desirable Criteria:

- Degree in a relevant discipline or relevant professional qualification/experience (A)
- Understanding and/or appreciation of the Higher Education sector and the key challenges facing the sector (A,I)
- Experience of managing/monitoring project budgets (A,I)
- Experience in organising and delivering project related workshops and events (I)
- Ability and interest in working as part of an international team (I)
- Experience of digital communications including website development and professional social media use (I)
- Experience with literature searches and use of reference managers (I)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage