Project Support Officer

UCL Consultants (UCLC) is seeking a Project Support Officer – salary £27,000 to £32,000 – to be an integral part of the company. The post holder will have responsibilities managing or supporting a number of projects of varying size from the UCLC project delivery portfolio, as well as assisting the Head of Project Management in project development and planning.

The successful candidate will have strong interpersonal and liaison skills to maintain a high level of service to all stakeholders. A committed, ‘hands-on’ individual who is able to work quickly and accurately, the candidate will need to be proactive, have excellent time-management, IT and organisational skills, with the ability to manage both their own workload and the team’s to work effectively under pressure.

The following application information is enclosed:

1. Information on UCL Consultants
2. Job Description
3. Person Specification
4. Terms and Conditions of appointment

UCLC is the gateway to access the expertise of leading academic staff at UCL. The areas of expertise, skills and facilities offered by UCLC cover the breadth of UCL’s world-class research-based expertise across over 100 departments housed in eleven faculties and world renowned institutes. UCLC connects UCL experts with national and international organisations that are seeking to resolve specific, targeted problems or gain critical advantage in their market. It provides a full range of contractual and financial services to UCL staff undertaking consultancy work for external organisations.

Salary is dependent on experience. UCLC offers a contributory defined benefits pension scheme and a performance-related pay scheme.

Please send the completed application form highlighting your particular attributes relevant to the position and the Equal Opportunities Classification Form, which can also be downloaded from the UCL Consultants website, to the address below:

Danielle Gouldson
jobs@uclconsultants.com
020 7679 9000

The closing date for applications is Wednesday 15th November 2017. Please note that we may close applications before this date dependent on volume of response and we will disregard any applications which do not contain all of the documents specified above. Only shortlisted candidates selected for interview. Interviews are expected to take place on Wednesday 22nd November 2017.

UCL Consultants Ltd is an equal opportunities employer.
INFORMATION ON UCL AND UCL CONSULTANTS LTD (UCLC)

UCL (University College London) is one of the UK’s leading universities, a world-class multidisciplinary research and teaching institution whose staff and former students have included 29 Nobel Prize winners. Founded in 1826, UCL was the first university in England to admit students regardless of race, religion or gender. It continues to thrive on the creativity and diversity of its community which today comprises in excess of 6,000 academic and research staff and over 38,000 students from across the globe. UCL has an annual turnover exceeding £1.2 billion.

UCL Consultants Ltd. (UCLC) was established in 2003 as a wholly owned subsidiary by UCL to administer the contractual and financial arrangements of UCL staff undertaking consultancy services. UCLC is the gateway to access the expertise of leading academic staff. The areas of expertise, skills and facilities offered by UCLC cover the breadth of UCL’s world-class research-based expertise. UCLC connects UCL experts with national and international organisations that are seeking to resolve specific, targeted problems or gain critical advantage in their market.

UCLC offers a comprehensive service for UCL academics wishing to undertake consultancy work and clients wishing to commission UCL experts on a consultancy basis. We make it easy for our external clients to access and engage UCL’s world-leading academic expertise and facilities, and for our internal clients to find, engage, deliver and get paid for external consultancy work, and help protect them from the associated risks.

UCLC supports internal and external clients in delivering projects to scope, quality, time and budget by providing support over the entire life cycle of a project. We work with our clients from project idea to completion, including: developing new business propositions and opportunities; scoping requirements; developing a proposal; determining the correct fees; negotiating and concluding the contractual agreement; conducting invoicing procedures; project managing the delivery of a variety of projects.

Our projects cover four areas:

- Academic consultancy
- Expert witness services
- Bespoke short courses
- Testing & analysis services

For further information please see our website at www.uclconsultants.com
JOB DESCRIPTION

Job Title: Project Support Officer

Job Purpose:

The Project Management Team at UCLC support and enable the UCL academic community to deliver consultancy projects to external clients in an efficient and effective manner, and in doing so acting as an interface between the external clients, academics, and UCLC, with the overall objectives of ensuring the delivery of consultancy projects to scope, quality, time and budget. UCLC has a large portfolio of projects ranging from small individual consultancies to large, multi-year projects, covering all of our four service areas, the breadth of UCL’s academic expertise from arts to science, and nearly all corners of the globe. We provide project management services to an increasing number of these projects.

The position holder will be responsible for the day-to-day project and data management of a variety of projects of different sizes. Activities will include, but are not limited to, financial monitoring, expenses, milestone delivery, resource tracking, liaising with academics and clients, and reporting. Some of these projects include a large amount of event planning, organisation and event coordination, and local and international travel logistics. Some of the event planning tasks could involve travel around London to meet with suppliers and test event logistics. The position holder will have support from the Head of Project Management or other Project Managers in delivery of their projects, so the position would suit a candidate looking to improve their project management skills either as an early career entrant, a return to work candidate, or someone diversifying their career path that brings previous relevant experience, for example.

Depending on the Project Management Team portfolio, the position holder may support other grant funded consortia led projects, competitive tenders, bespoke training courses, private consultancy engagements and other consultancy projects both in the development and delivery stages lead by team members from UCLC. The position holder will ensure the effective management of such projects by ensuring adherence to the work plan, budget and UCL regulations, for example. Any experience in previous bid writing would be desirable, although not essential.

The position holder will additionally provide day to day support to the Head of Project Management, and provide input into the development and review of project management tools and templates. The position holder will report to the Head of Project Management of UCL Consultants Ltd, with an additional reporting line to the academic lead of the individual project/s where relevant.

Key Duties and Responsibilities

Responsibilities

- Overall efficient day-to-day management of project/s;
- Liaison with clients, external stakeholders and project collaborators and acting as the point of contact through telephone, email and web based enquiries;
- Co-ordination of implementation of individual project tasks including monitoring all project milestones, liaising with internal and external stakeholders;
- Support governance and oversight teams of project/s;
- Creation of relevant project templates, co-ordination of project files and general administration;
- Support the delivery of bespoke training courses, including services around event planning, management and delivery, often to senior executives;
- Provision of regular and ad hoc information, both written and verbal, to project stakeholders;
- Support to the Head of Project Management on project related tasks in the Project Management portfolio.

**Project Monitoring**

- Monitoring project stages: to oversee the adherence of the project plans and timelines, and the provision of ongoing updates to the management team;
- Production of regular project reports, organisation of project review meetings;
- Identifying issues and risks and potential slippage in the project plan and support decision making by developing options for possible solutions;
- Overseeing the tracking, update and maintenance of records and files of all correspondence, minutes and reports in an accurate and timely manner.

**Financial Planning and Monitoring**

- Monitor expenditure on the project, liaising with the lead academic and the UCLC Finance Team as appropriate, together with their equivalents in collaborating institutions, co-ordinating issues with the Head of Project Management;
- Prepare and submit reports on expenditure and activity as required by the various funders and institutions involved.
- Process project expenses, and update project expenditure tracking sheets

**Other**

- Set up and maintain record-keeping systems to include: project progress, future agendas, presentations and project publicity materials, outcomes and issues pending from the steering group (or similar) and other structures established to oversee the project;
- Plan and organise project meetings (including web-based conferences) and other events, including logistical arrangements (e.g. catering, travel, room bookings), preparation and circulation of agendas and papers, and taking minutes;
- To work closely with academic and support staff across UCL to develop effective working relationships.

In carrying out the above duties the Project Support Officer is expected to:

- Work expeditiously and with professionalism to ensure the business is organised efficiently;
- Maintain absolute confidentiality regarding sensitive personnel, financial and commercial information;
- Adhere to UCLC policies including organisational standards, Financial Regulations and Equal Opportunities;
- Maintain an awareness and observation of Fire and Health & Safety Regulations;
- Participate in staff meetings and training as required.

In addition the post holder will be expected to carry out any other duties and responsibilities within the scope, spirit and purpose of the post and its grading as requested by the line manager.

**Note:** The duties described above reflect the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and may be subject to amendment in consultation with the post holder.
PERSON SPECIFICATION

This form lists the essential (E) and desirable (D) requirements necessary to fulfil the role. The competencies will be observed in one of the following ways, by application (A), or by interview (I) and a test (T). Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

**Job Title:** Project Support Officer

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<tr>
<th>Competency</th>
<th>Qualifications</th>
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<th>A</th>
<th>D</th>
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<td><strong>Qualifications</strong></td>
<td>Educated to degree level or equivalent level of knowledge acquired through experience and training/development</td>
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<td></td>
<td>Specialist qualification in project monitoring</td>
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<td><strong>Knowledge and Experience</strong></td>
<td>Excellent interpersonal and communication skills (oral and written), including experience of communicating complex information to non-specialists and people who speak English as a second language</td>
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<td></td>
<td>Excellent numeracy skills and accuracy with ability to produce and review written and numerical information concisely and accurately</td>
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<td></td>
<td>Proven ability to understand and interpret complex project documentation as well as financial terms and conditions</td>
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<td>Ability to plan and develop projects and understand project dependencies</td>
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<td>Ability to work to set deadlines on own initiative, prioritise and organise competing workloads</td>
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<td>Ability to maintain confidentiality</td>
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<td>Experience of commercial project management, ideally in a consultancy environment, that contains knowledge of project lifecycles including the ability to cost and monitor budgets in line with set terms and conditions and risk management</td>
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<td>Experience in grant administration</td>
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<td>Delivery of multi-party projects to timescales, managing stakeholders and building credibility at all levels</td>
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<td>Experience in working with all levels of staff effectively and flexibly as a member of a (multi-national) project team</td>
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<td>Experience in bid writing or grant preparation</td>
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<td>Experience in report writing and good presentation skills</td>
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<td>Experience of cooperative working in the higher education sector</td>
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<td>Previous experience in one or more of the following areas would be advantageous, although not essential: Healthcare, Pharmacy, Bespoke training, Event Management, Education.</td>
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<td>Proficient in MS Office Microsoft Word, Excel, PowerPoint and Outlook (MS Project and Visio experience would be desirable)</td>
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<td>Other Requirements</td>
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<td>Willingness to occasionally undertake business travel both within the UK and abroad. A flexible approach to tasks, travel and hours of work.</td>
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<td>Willingness to occasionally travel within London for the event management organisation and logistic planning</td>
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TERMS AND CONDITIONS

Job title: Project Support Officer

Position and Salary
The salary range is £27,000 to £32,000 depending on qualifications and experience. UCLC, in addition, operates a Performance Related Pay Scheme under which employees can achieve up to a further 10% of gross annual salary based on agreed targets, both personal and company based.

Hours of Work
The normal hours of work are 35 hours per week, excluding lunch hours. Office hours are 9.00am to 5.00pm, Monday to Friday.

Pension
The post holder will be eligible to join the Company’s defined benefits pension scheme. The company operates the SAUL pension scheme.

Holidays
The leave year runs from 1 October to 30 September. An annual holiday entitlement of twenty five working days per annum may be taken with the approval of the Senior Project Manager of UCL Consultants Ltd. There are also eight Public Holidays, and a further six days leave given to mirror the UCL closure days over the Christmas and Easter periods.

Probation
The appointment is subject to receipt of satisfactory references and to a probationary period of nine months.

Season Ticket Loans & Child Care Voucher scheme
Season ticket loans are available to staff who have successfully completed their probationary period, UCLC operates a Child Care Voucher scheme. The season ticket loan and Child Care Voucher scheme are processed via a monthly deduction from salary.

Voluntary Healthcare Scheme
Members of staff at UCLC are able to access the voluntary healthcare scheme offered by UCL, the scheme is provided by AXA PPA.

Professional Subscriptions
Should you be required to be a member of a professional body in connection within your role, UCLC is willing to pay the cost of the professional subscription/membership with the agreement of your line manager.

Other
UCLC operates a no smoking policy. Staff are expected to conduct themselves in a professional manner whilst in the work environment and should be well presented.