

Job Description

Project Support Officer

Novatia delivers high-quality IT advice and solutions. To support our project teams, we are looking for a part-time Project Support Officer (SFIA Level 2) to join the team.

Job Title	Project Support Officer
Location	Winchester Office (SO23 0LD)
Hours	Monday to Friday / 9am to 3pm
Role	Fixed Term Contract (12 months)

Role Summary

To provide effective administrative support within the Business Office team to ensure the smooth running of projects, company systems and processes.

Aiding others and using your discretion to address routine problems, you will learn through active training and on-the-job experiences.

Enthusiasm and attention to detail are more important than previous experience.

Key Tasks

Project Support

- Collaborates closely with project teams, gathering information to maintain project records and ensure alignment with project objectives
- Maintain accurate project information in WorkFlowMax (online project management software) and Hubspot (sales software)
- Generate documentation from templates for different project stages at the request of the project manager
- Support the Procurement Officer overseeing equipment deliveries
- Prepare standard documentation and reports for internal project meetings

Administration

- Maintain and develop handbooks and user guides that support office functions
- Create an internal newsletter that is distributed every fortnight; covering news or research related to our industry, staff updates and notices
- Purchase office supplies

Finance

- Liaise with project managers to create monthly invoices for clients
- Work with the Credit Controller to ensure clients make payments to Novatia on time
- General housekeeping of Xero to maintain the accuracy of accounts

Competencies

We use the SFIA framework to define the skills required for the role and to identify skills to support your career development within the organisation.

The key skills for this Level 2 role are shown below.

LEVEL 2 SKILLS		
AUTONOMY Works under routine direction. Receives instructions and guidance, has work regularly reviewed.	KNOWLEDGE Applies knowledge of common workplace tasks and practices to support team activities under guidance.	COMPLEXITY Performs a range of work activities in varied environments.
PLANNING Plans own work within short time horizons in an organised way.	COLLABORATION Understands and collaborates on the analysis of user/customer needs and represents this in their work.	COMMUNICATION Communicates familiar information with immediate team and stakeholders directly related to their role. Listens to gain understanding and asks relevant questions to clarify or seek further information.
CREATIVITY Applies creative thinking to suggest new ways to approach a task and solve problems.	LEARNING & DEVELOPMENT Absorbs and applies new information to tasks. Recognises personal skills and knowledge gaps and seeks learning opportunities to address them.	ADAPTABILITY Adjusts to different team dynamics and work requirements. Participates in team adaptation processes.