

PMO Support Officer

Level:	Grade 4
Team:	Business Intelligence and Change
Line Manager:	Senior IT Project Manager

About the job

- Provide high quality administrative support to the Change Team, to support the delivery of its portfolio of programmes and projects.
- Promote the service at all times in a manner consistent with the Vico Homes Values ensuring a high standard of Customer Care is achieved at all times.

You'll be trusted to

- Act as a point of contact within the team, assisting in co-ordinating appropriate responses and sharing updates as required.
- Monitor project progress by updating dashboards, logs, and status reports. Track Actions, risks, and budgets to support visibility and decision-making.
- Set up and maintain project tools, create templates for planning and reporting, and document processes to improve efficiency and consistency.
- Contribute to the continued improvement of customer service levels of satisfaction. by collecting feedback, capturing lessons learned, and supporting service enhancements.
- Schedule and support project meetings, prepare agendas, capture key discussion points, and ensure governance documentation is accurate and accessible.
- Co-ordinate and input information, and monitor data held on Vico Homes' IT systems, ensuring compliance with standards such as GDPR and ISO.
- Independently project manage smaller pieces of work.
- Maintain effective working relationships with internal services and external organisations.
- Provide project management support to the Change Team and the Vico Homes project portfolio.
- Produce meeting minutes and actions, recording and monitoring progress to ensure actions are achieved.
- Assist the team in the monitoring of performance and standards, making sure that information relating to delivery and performance is collected accurately and reported in line with deadlines and standards.

- Have a comprehensive knowledge of IT systems to allow easy access to data and provision of information.
- Act as a first point of contact for the team.
- Be actively involved with the delivery of specific projects within the team within the prescribed deadlines.
- Maintain necessary diaries, interview schedules and any other relevant communication.
- Be responsible for comprehensive administration functions including file management and collating information.
- Handle all confidential information discreetly and sensitively.
- Undertake any other duties commensurate with the overall purpose of the job and the grade.

Who you'll work with

Internal: All Vico Homes colleagues

External: All outside agencies as appropriate. Members of the public and tenants. Other statutory and voluntary agencies.

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:



The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A qualification at Level 2 of the Regulated Qualifications Framework, such as GCSEs (3 or more at grades A – C), Award, Certificate or Diploma at level 2 or equivalent.	✓		AF/CQ
Experience of processing data to a high standard	✓		AF/I
The ability to produce typed work which is to a high quality and that meets the appropriate departmental / corporate standard.	✓		AF/I
Self-motivated and able to respond effectively when under pressure to meet appropriate deadlines in a performance-orientated culture.	✓		AF/I
Highly committed to supporting the team with a flexible approach to meet the agreed standards and targets.	✓		AF/I
Significant experience in an appropriate office administration or project support environment	✓		AF/I
Evidence of working in a stakeholder focused environment	✓		AF/I
Knowledge and practical experience of using IT systems as an information and management tool, including significant experience in the Microsoft Office.	✓		AF/I
The ability to input and retrieve information accurately using specific computer applications.	✓		AF/I
Excellent time management and organisational skills	✓		AF/I
Excellent customer care skills	✓		AF/I
The ability to co-ordinate, interpret and present information in a logical format, both written and verbally.	✓		AF/I

Effective communication and interpersonal skills.	✓		AF/I
The ability to provide excellent customer service at the first point of contact through a flexible and caring approach.	✓		AF/I
The post holder may be required to work outside of normal office hours on occasion.	✓		I
Decisive analytical and interpretation skills.		✓	AF/I
Effective negotiation skills.		✓	AF/I
The ability to demonstrate an understanding of equal opportunities in service delivery.		✓	AF/I
An understanding of the methods of engaging with stakeholders and promoting tenant involvement at all times.		✓	AF/I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification