

Summary

Job title	Programme Support Officer
Division	University Administration and Services
Department	Estates Services – Capital Projects
Location	The Malthouse, Tidmarsh Lane, Oxford, OX1 1NQ
Grade and salary	Grade 5: £28,759 – £33,966 per annum
Hours	Full time
Contract type	Permanent
Reporting to	Capital Projects Administrator
Vacancy reference	174722

The role

The Programme Support Officer will provide a key role within the Capital Projects Centre of Excellence, supporting a designated Programme Manager, as well as both internal and external Project Managers, in particular ensuring compliance with project processes, undertaking project financial transactions, and providing administrative support. The post holder will be expected to work unsupervised for the most part, be able to prioritise a varied workload and work to tight deadlines, ensuring a high level of accuracy and attention to detail. In addition to the duties listed below, the role will develop within an evolving Estates Services and the post holder will be expected to perform other duties assigned by the Capital Projects Administrator or Head of Capital Projects.

Key Working Relationships

The post holder will report to the Capital Projects Administrator and will work closely with the Head and Deputy Head of Capital Projects, Project/Programme Managers, Project Assurance Officer, other Programme Support Officers, members of Estates Services, stakeholders and University Departments at all levels. There will also be extensive liaison with external consultants and contractors.

Responsibilities

Provide support to Programme Managers, as well as both internal and external Project Managers, to ensure delivery of high-quality end products which meet the client business needs and are delivered to programme and within budget and in accordance with relative legislation and University governance. This will include:

- Becoming fully conversant with Concerto software and the Capital Projects Handbook to provide guidance and monitor project progress to ensure compliance with the University processes. This will involve rapidly gaining an in depth understanding of new and existing projects in order to ensure projects comply with due process.



Supporting the Programme Managers' monitoring of capital projects within their programme(s) with respect to project quality, performance management, benchmarking, financial and audit processes

- Representing Estates Services and Programme Manager(s) as required including as first point of contact for internal departments and external organisations.
- Managing an extensive suite of project specific documentation including financial, procedural and legal paperwork.
- Ensuring all project documentation and data is accurately filed on a regular and efficient basis, including electronic records.
- Rapid and accurate minute taking at workshops and meetings in order that a report may be prepared. This will involve technical, design, construction, internal and legal data as well as opinions and comment. Facilitate the timely distribution of reports and communication of follow up action lists.
- Accurate and detailed diary management for a designated Programme Manager, including the resolution of diary clashes and preparation of meeting papers.
- Managing incoming correspondence and emails identifying and prioritising items for immediate action. In particular, the post holder will be required to identify any potential issues and ensure that these are escalated appropriately.
- Providing administrative support to Programme Managers by accurately typing correspondence and reports, collating and gathering of project related information, research and rapid production of reports within deadlines with particular attention to University formatting, correct spelling and grammar.
- Organising workshops and meetings involving a diverse range of attendees such as contractors, consultants, funders, academics and end users, some with extremely pressurised diaries. This will include organising the venue and refreshments and collating and distributing the necessary documentation and reports.
- Pro-actively managing processes and contributing to the resolution of problems in the absence of the Programme Manager.
- Preparation of visual presentations and reports including the use of MS PowerPoint, MS Publisher, and other high-quality visual presentation materials, often within a tight deadline.
- Management, review and timely update of the Estates Services website ensuring that the website is accurate, current, helpful and of interest to the stakeholders.
- Constructively and proactively assisting in problem resolution within the capital projects office; maintaining a tidy, efficient and professional workplace.
- Maintaining a flexible approach and willingness to take on additional responsibilities as required.

Project Procedures

- Liaising pro-actively with the Programme Managers, as well as both internal and external Project Managers, and stakeholders, client and delivery teams to ensure efficient management and delivery of project finances and due process.
- Liaising pro-actively with the Programme Managers, as well as both internal and external Project Managers and the Finance Department to ensure smooth running of the accounting process including month/year end accounting procedures.

- Managing and supporting the project audit process and financial reviews ensuring compliance and best practice.
- Supporting the Programme Managers, as well as both internal and external Project Managers with the production of the Project Highlight Report for the Programme Board in a timely manner.
- Supporting the Capital Projects Administrator and Project Assurance Office in the continuous improvement of project procedures and reporting.
- Working, as a part of a team, to develop and deliver project dashboard reports to enable high level reporting by exception to Committees and Boards.
- Supporting Programme Managers, as well as both internal and external Project Managers in raising purchase order requisitions. Generate, cancel and amend purchase orders, receipt and correct invoices on Oracle Financial Systems. This will include dealing with queries from contractors and consultants regarding invoices and credit notes on behalf of Capital Projects.
- Production of a range of financial reports from the University Oracle financials software package.
- Liaising pro-actively with the Project Assurance Officer, to ensure efficient management and delivery of the Project Quality Review Process and the Key Performance Indicator process.
- Liaising pro-actively with the Project Assurance Officer, building occupiers and peer group universities as well as client and delivery teams to ensure efficient management of a benchmarking process including, but not limited to, cost, space and environmental benchmarks.
- Maintaining responsibility for, and supporting the Capital Projects and delivery teams, with the production of workshop reports, and end of project case studies.
- Undertaking the role of system administrator and super-user of the capital projects portfolio and project management software, Concerto, ensuring an electronic audit trail is maintained for all projects as directed by the Project Assurance Officer. This will involve checking University approvals, contractual information, stage reports, tendering details, financial authorisation and project quality review process results, performance indicators and benchmarks.
- Actively promoting and disseminating the results of Project Quality Reviews, including lessons learned, for the purposes of continual improvement.
- Encouraging reference to relevant industry benchmarks and adoption of benchmarking as part of the project process.
- Actively supporting further the work of Customer Service Excellence being undertaken Capital Projects and Estates Services.
- Any other task that may be required and assigned by the Capital Projects Administrator or Head of Capital Projects.

Selection criteria

Essential selection criteria

- High levels of accurate numerical, analytical and data management skills.
- Excellent written communications skills with experience of producing detailed minutes and reports.

- Excellent verbal communication and interpersonal skills and telephone manner with the ability to deal with a wide range of people including highly influential external and internal contacts.
- Experience of working in a complex financial administration function.
- Experience of budget monitoring and financial report preparation, using complex financial systems.
- Sound judgement and the ability to quickly acquire the knowledge necessary to balance demands on the team's time.
- Evidence of tact and discretion in dealing with extremely confidential or sensitive matters.
- Ability to maintain a flexible and collaborative approach and be self-motivated and resilient.
- Ability to act as a willing team participant and to work pro-actively and independently, take responsibility using initiative to prioritise competing demands.
- Strong organisational skills, an ability to manage a wide caseload of tasks and adhere to deadlines.
- Rapid and accurate minute taking and subsequent reporting in a technical environment.
- Excellent computer literacy demonstrated by ability to carry out word processing, utilise MS Office applications, prepare and manipulate information in spreadsheets, prepare presentations in PowerPoint and communicate via e-mail and use and maintain databases.
- Willingness to learn, including relevant software packages, and be adaptable and flexible within an evolving capital projects team.

Desirable selection criteria

- Experience working in a construction industry-based environment or related professional office.
- A professional qualification or training in project management techniques
- Experience of computer systems administration.
- OCR/RSA level 2-word processing or equivalent.
- Working knowledge of MS Project.
- Working knowledge of Oracle Financials

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: <https://www.jobs.ox.ac.uk/pre-employment-checks>

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

Capital Projects – Programme Management Office and Centre of Excellence

Estates Services capital projects team has since 2015 moved towards the introduction of a Programme Management Office (PMO) to improve management and coordination of major programmes and project activities which better achieve the strategic objectives of the University. The PMO has established the role of Programme Managers to serve the needs of the Divisions, providing a single point of contact, a concept which is now being further expanded to stakeholders. Concomitant with the establishment of the PMO has been the establishment of a Centre of Excellence (COE) function to provide standards, consistency of methods and process best practice, knowledge management, project and information assurance and training.

The PMO is responsible for: "tactical" delivery of capital projects, more specifically the how, where, who; ensuring continuity between projects; considering interdependencies; maintaining standards; enabling transfer of skills; and encouraging continuous improvement. The COE, by making reporting a specialism, improves the quality of project information and reporting, further embeds standardisation and consistency, enables consolidation of reporting and acts as a custodian of process across the capital project portfolio, including processes such as the Project Quality Review Process and change control.

Estates Services

Estates Services is responsible for the management and strategic direction of Oxford University's functional and commercial estate. This comprises some 450 buildings and associated infrastructure.

Estates Services has a broad and diverse remit covering:

- Development of the University's Estate Strategy
- Management of the University's functional estate (which includes laboratory and teaching facilities, offices, museums, and libraries) and housing for graduate students and staff;
- Facilities Management for a growing number of University buildings
- Management of the University Parks and Wytham Woods
- Management of the University's commercial and residential land and property assets
- Management of all major capital building projects, these being defined as any project with a gross value in excess of £100K

- Planned and reactive repairs and maintenance of buildings and infrastructure (except IT and Telecoms)
- Programmes of refurbishment, strategic replacement and minor works
- Environmental sustainability
- Space management and maintenance of space and property records
- Maintenance of a safe and secure physical environment for staff, students and visitors

The Capital Projects team has responsibility for all major capital construction and refurbishment projects and consists of a team of in-house and seconded project managers, project support officers, and external project management practices. The project portfolio is large with approved capital expenditure of in excess of £100M annually.

For more information please visit: estates.admin.ox.ac.uk

University Administration and Services

University Administration and Services (UAS) is the collective term for the central administrative departments of the University. UAS comprises structures to:

Support the University's core academic purposes of teaching, learning and research;

Ensure the University can meet the requirements of government, funding bodies and other external agencies; and

Facilitate the attainment of the objectives set out in the University's Strategic Plan.

How to apply

Applications are made through our e-recruitment system and you will find all the information you need about how to apply on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application, you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Help and support is available from: <https://hrsystems.admin.ox.ac.uk/recruitment-support>

If you require any further assistance please email recruitment.support@admin.ox.ac.uk.

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our e-recruitment system to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82**, which with effect from 1 October 2023 will be 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See <https://hr.admin.ox.ac.uk/staff-benefits>

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See <https://hr.admin.ox.ac.uk/my-family-care>

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see <https://childcare.admin.ox.ac.uk/>

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see <https://edu.admin.ox.ac.uk/disability-support>

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.