

Job Description

Job Title: Project Support Officer

About SLC

Student Loans Company is a non-profit making Government-owned organisation set up in 1989 to provide loans and grants to students in universities and colleges in the UK. We are responsible for student support delivery in the UK.

Company Mission

We enable our customers to invest in their futures by delivering secure, accurate and efficient assessment, payment and repayment services.

Company Vision

Our vision is to be valued as a digital, customer-focused, centre of excellence.

Job Details

Overview of department:

The Project Support Officer role sits within the Central PMO function of the Change & Programmes Directorates.

Grade:

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Reporting to:

Corporate PMO Manager

Budget Responsibility:

None

Line Management Responsibility:

None

Job Purpose:

The Project Support Officer will be required to support activities within the Central PMO team. Completing standard administrative documents, project management artefacts and reporting in line with SLC's frameworks, methods and tools.

Key responsibilities:

- Supporting the Central PMO Manager with day-to-day running of project, programme and portfolio related tasks
- Performing meeting administration (including meeting preparation, co-ordination and minute-taking) for wider Change and Programmes team
- Booking required travel and catering
- Administering new joiner process, including the maintenance of a team induction pack;
- Ensuring project and programme documentation is kept current, version-controlled and

stored in the agreed location;

- Supporting production of project and programme level reporting and/or board packs;
- Raising SARS
- Administering process for new joiners into the team
- Championing internal PMO standards and ensuring controls are adhered to.

Knowledge, Skills and Experience:

The role holder will possess excellent written/verbal communication and presentation skills. They will have attention to detail, be highly organised and will be able to work on several priority items at the same time. A working knowledge of the Microsoft Office suite is essential as is the ability to interact well in the team environment. The successful candidate will also possess:

- Relevant qualification or experience
- Advanced MS Office suite knowledge, including PowerPoint, Excel and MS Project
- Excellent written/verbal communication and presentation skills – verbal and written
- Accuracy and attention to detail, both numerical and written
- Excellent organisational, administrative and planning skills
- Ability to develop and maintain effective working relationships
- Ability to communicate effectively with senior managers and directors
- Ability to take ownership and responsibility for own work
- Ability to deliver to strict deadlines.