



Mining
Remediation
Authority

Job Title: Project Support Officer

Department: Environment Operations

Reports to: Contracts Performance Manager / Mobilisation Lead

Direct Reports: None

Location: Remote Connected

Contract Type: 12-month FTC

Grade: CA3

Main purpose of the job

This position is responsible for providing structured project and administrative support to the mobilisation programme, ensuring that all activities, documentation, and communications are coordinated effectively. The role is essential in supporting smooth contract transition, maintaining accurate records, tracking progress against project milestones, and enabling the delivery team to remain focused on critical priorities.

Responsibilities

Specific

- Provide day-to-day project administration including meeting coordination, minute-taking, action tracking, and diary management.
- Support the collation, organisation, and version control of mobilisation and handover documentation.
- Assist with maintaining project trackers, logs, and risk registers to ensure up-to-date and accurate information is available.
- Coordinate travel bookings, site visits (including MWTS sites), and mobilisation events.



Ensuring
sustainability

- Gather, format, and maintain information from multiple stakeholders, ensuring consistency and accessibility.
- Support the setup and population of digital systems (SharePoint, Aconex, or asset management platforms) with structured project data.
- Prepare reports, dashboards, and progress updates for internal and external stakeholders.
- Act as a point of contact for project enquiries, ensuring clear and professional communication across colleagues, contractors, and partners.
- Follow up on outstanding actions and documentation, escalating issues where required to maintain progress.

General

- Act in line with the behaviours and values of the organisation.
- Manage your own performance to be accountable for meeting individual, team and corporate objectives.
- Act in accordance with the Scheme of Delegation and ensure propriety and regularity in the handling of public funds.
- Actively demonstrate the Mining Remediations customer service standards expected of your role.
- Follow and contribute to the improvement of operational and team processes and procedures.
- Assist with the preparation and delivery of the team's objectives, budgets and financial records.
- Identify opportunities and implement changes leading to team development, system improvement and ensuring good value for money.
- Maintain and develop positive stakeholder relationships in order to promote the Authority and assist it to meet its objectives.
- Support research and development projects.
- Ensure that the Authority's statutory responsibilities are effectively discharged.
- Carry out any further reasonable requests from your line manager.

Competencies	Level
<i>Seeing the bigger picture</i> - has an in-depth understanding and knowledge of how the role fits with and supports The Coal Authority's business priorities	3
<i>Changing and improving</i> - responsive, innovative and seek out opportunities for continuous improvement	3
<i>Making effective decisions</i> - objective; uses sound judgement, evidence and knowledge to provide accurate, expert and professional advice in a timely manner	3
<i>Leading and communicating</i> - leads from the front and communicates with clarity, conviction and enthusiasm	3
<i>Collaborating and partnering</i> - creates and maintains positive, professional and trusting working relationships with a wide range of people, within and outside The Coal Authority, to achieve results	3
<i>Building capability for all</i> - has a strong focus on continuous learning for self, others and the organisation	3
<i>Achieving commercial outcomes</i> - has a commercial, financial and sustainable mind-set to ensure all products and services deliver added value and stimulate growth	3
<i>Delivering good value for money</i> - achieves a good mix of quality and effectiveness for minimal cost and to improve return on investment	3
<i>Managing a quality service</i> - plans, organises and manages their time and activities to deliver a high-quality customer experience	3
<i>Delivering at pace</i> - delivers timely performance, with energy, and taking responsibility and accountability for high-quality outcomes	3

Person Specification

Job Title: *Project Support Officer*

Department: *Environment Operations*

	Essential	Desirable
Qualifications and Training	• GCSEs (or equivalent) including English and Maths • APM Project Fundamentals Qualification or PRINCE2 Foundation	• NVQ Level 3 in Business Administration or equivalent
Experience and Knowledge	• Proven experience in a project management environment • Strong organisational skills with the ability to manage multiple workstreams and deadlines. • Proficiency in Microsoft Office (Excel, Word, Outlook) and document management systems. • High attention to detail and accuracy in data handling and documentation.	Experience with MS Projects or Project Online
Skills and Abilities	Highly developed communication skills Interpersonal skills	

	Self-motivation and excellent time management Team player, able to work with other teams to deliver the programme Report writing skills	
Other	Occasional visits to construction sites	