

**Job Title**: Project Support Officer (PSO)

**Department:** Public Safety & Subsidence

**Reports to:** Principal Project Manager

**Direct Reports:** None

**Main purpose of the job**

To provide technical and administrative support to team members administering a portfolio of coal mining subsidence damage claims, coal mining surface hazards, and enquiry projects.

**Responsibilities**

**Specific**

* To deal with the initial notification of hazards via the Authority’s emergency telephone, remaining calm & reassuring the Stakeholder, carry out desktop research and then brief the Regional Project Manager of the findings. Recording this information within Inferis.
* To provide effective front line customer care and support. To deal directly with customer enquiries, giving help and advice as appropriate.
* Providing help and guidance as an effective front line customer focus point for the team’s activities.
* To input and maintain data within the Inferis application relating to Public Safety Incidents and Subsidence Claims, processing Damage Notices, obtain mining reports, process boundaries and enter into Inferis.
* Carrying out desktop research information for subsidence claims and forward this to the Principal Project Manager in order to determine liability of all new claims.
* Assisting the Project team through undertaking research and investigations into liability. Assessing information held in Inferis (Corporate Browser) and communicating this to Project Team Members.
* Setting out, maintaining and reporting progress on the team’s project plans and programmes.
* Compiling orders (i.e. fencing, services searches, investigation and treatment works) and correspondence on behalf of Project Team Members. Liaison with contractors on behalf of the Project Team.
* Amending orders and receipting as and when required by the Regional Project Manager, recording this information with InBye and Inferis.
* Dealing with incoming invoices/NPIRs into the department and processing as required.
* Collating data in respect of projects, including ensuring that electronic recording systems are up to date. Collation of monthly financial, KPI and progress reports.
* Obtaining required access agreements/licenses/consents from owners, occupiers, statutory bodies and other Mining Remediation Authority teams.
* Assisting with project records and project closure.
* Booking of training and training facilities for colleagues and arranging purchase orders and invoices accordingly.
* To provide cover during periods of absence/holidays with colleagues.
* To seek opportunities for improved efficiencies in working practices discussing any suggestions with line manager.

**General**

* To act in accordance with the behaviours and values of the organisation
* To manage your own performance to be accountable for meeting individual, team and corporate objectives
* To act in accordance with the Scheme of Delegation and ensure propriety and regularity in the handling of public funds
* To actively demonstrate the Mining Remediation Authority’s customer service standards expected of your role
* To comply with and contribute to the improvement of operational and team processes and procedures
* To assist with the preparation and execution of the team’s objectives, budgets and financial records
* To identify opportunities and implement change leading to team development, system improvement and good value for money
* To maintain and develop positive stakeholder relationships in order to promote the Authority and assist it to meet its objectives
* To support research and development projects
* To ensure that the Authority’s statutory responsibilities are effectively discharged
* To carry out any further reasonable requests from your line manager

**Competencies Level**

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| **Seeing the bigger picture** - has an in-depth understanding and knowledge of how the role fits with and supports The Coal Authority’s business priorities | **2** |
| **Changing and improving** - responsive, innovative and seek out opportunities for continuous improvement | **2** |
| **Making effective decisions** - objective; uses sound judgement, evidence and knowledge to provide accurate, expert and professional advice in a timely manner | **2** |
| **Leading and communicating** - leads from the front and communicates with clarity, conviction and enthusiasm | **2** |
| **Collaborating and partnering** - creates and maintains positive, professional and trusting working relationships with a wide range of people, within and outside The Coal Authority, to achieve results | **2** |
| **Building capability for all** - has a strong focus on continuous learning for self, others and the organisation | **2** |
| **Achieving commercial outcomes** - has a commercial, financial and sustainable mind-set to ensure all products and services deliver added value and stimulate growth | **2** |
| **Delivering good value for money** - achieves a good mix of quality and effectiveness for minimal cost and to improve return on investment | **2** |
| **Managing a quality service** - plans, organises and manages their time and activities to deliver a high-quality customer experience | **2** |
| **Delivering at pace** - delivers timely performance, with energy, and taking responsibility and accountability for high-quality outcomes | **2** |

**Person specification**

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| **Job Title:** Project Support Officer **Department:** Public Safety & Subsidence  |
|  | **Essential** | **Desirable** |
| **Qualifications and Training** | No minimum qualifications if candidate can demonstrate relevant experience required for the role | APM Level D “Projects Management Associate”5 GCSE or equivalent including English maths and a Science subject.  |
| **Experience and Knowledge** | 1 year in a similar project support capacity or 1 year in managing customer support.Good organisational and administrative skillsExperience of Microsoft officeAbility to prioritise tasks and use initiative | Ability to work under pressure and to deadlines |
| **Skills and Abilities** |  | Experience of dealing with the public and managing difficult situations. |
| **Other**  | Willing to travel to suppliers, other governmental organisations and attend professional network events in the UK and overseas |  |

      

