

IT Project Support Officer in IT Services



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Brief summary of the role

Role title:	IT Project Support Officer
Grade:	6
Vacancy reference:	
Faculty or Directorate:	IT Services
Service or Department:	IT Project Delivery Team
Location:	Hybrid
Reports to:	Rosie Downen
Responsible for:	Not applicable
Work pattern:	36.25 hours per week, Monday to Friday (core hours)
Specific notable requirements for the role:	Not applicable
Possible adjustments:	We are open to any request for adjustments to support your needs around working hours flexibility, training, and mentoring, which would enable you to succeed in this role

Main purpose of the role

The IT Project Support Officer will provide project and change management support for the IT Project Delivery team. The remit of the team is to provide advice, guidance, facilitation, and operational support for projects and IT improvement activity across the University. The post holder will support the University's SITS Programme, facilitating the effective communication and reporting of progress, and successful delivery of the activity within the programme.

Main duties and responsibilities

Note: The list below may vary to include other reasonable requests (as directed by University management) which do not change the general character of the job or the level of responsibility entailed.

1. To support the delivery of specific IT projects in compliance with the institutional project methodology.
2. Building relationships across different teams, services, or Faculties within the University to support organisational change.
3. To provide a high-performance IT project delivery service for the delivery of effective advice, guidance, facilitation, tracking, and reporting for projects and business improvement activity across the University.
4. To provide a mechanism for effective monitoring of programme and project deliverables; risk and issue management; supporting the effective delivery of all projects to cost, quality, and time requirements.
5. To lead on elements of projects, smaller defined projects and strategic reviews, or smaller prescribed projects, as required, including the management and coordination of project or review teams, delivering high quality outcomes.
6. To produce and promote communications, including web content, highlighting the progress of projects, change activity, and the work of the team.
7. To service and support the boards, team meetings and committees associated with IT project and change management activity, ensuring effective and timely distribution of papers and actions.
8. To support the enhancement of the institutional methodology for delivery of projects and business improvement activity.



9. To support the review of policies, procedures, and guidelines on project and business improvement procedures and provide guidance, as appropriate.
10. Participate in continuing professional development, internally or externally, to develop and update personal knowledge base and expertise.

Role holder: essential and desirable attributes

Qualifications

Essential	<ul style="list-style-type: none"> • GCSE English and Maths or equivalent. • Proven professional experience.
Desirable	<ul style="list-style-type: none"> • Degree standard education in a relevant subject. • PRINCE2 qualified, or equivalent project / change qualification.

Experience, skills, and knowledge

Essential	<ul style="list-style-type: none"> • Evidence of supporting complex projects and business change activity across an organisation. • Clear written and oral communication skills. • The ability to build effective professional relationships with colleagues at all levels. • Experience supporting board meetings, team meetings or formal committees. • Ability to use Windows based software applications effectively (Microsoft Teams, SharePoint, Excel, Word, and Outlook). • Ability to manage, plan and implement own workload.
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	<ul style="list-style-type: none"> • Evidence of producing communications for colleagues to raise awareness of progress and developments. • Ability to work flexibly in response to changes in workload and focus of work. • Ability to work under pressure, delivering against tight deadlines. • Evidence of innovation and creativity in problem solving.
Desirable	<ul style="list-style-type: none"> • Experience of working in a Higher Education environment. • Experience of successfully leading on elements of projects or reviews.

Personal attributes

Essential	<ul style="list-style-type: none"> • Commitment to engagement in positive working relationships. • Self-motivated. • Committed to continuing personal and professional development. • Understanding of the University's commitment to Equality and Diversity • Commitment to engaging with and contributing actively to the aims and objectives of the University.
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Information about the University of Bradford

Values

We will be an organisation that embodies our values in everything we do. These values are:

- **Excellence** is at the heart of everything we do.
- **Trust** is the foundation of our relationships, underpinned by integrity in everything we do.
- We give invention light and celebrate creativity and **innovation**.
- **Inclusion** - diversity is a source of strength and must be understood, valued, supported, and leveraged.

Embedding these values across the University will shape our culture and drive our performance.

It is the responsibility of every employee to uphold the University values.

Equality, Diversity, and Inclusion (EDI)

The University of Bradford is widely recognised as an Equality, Diversity, and Inclusion (EDI) leading institution.

Our EDI vision is to bring about, and be recognised as an exemplar of transformational diversity, inclusion, and social mobility and emphasise the critical role of leadership in embedding intersectional EDI in order to make our diversity count and deliver impact.

It is the responsibility of every employee to act in ways that support equality, diversity, and inclusivity and to work within the spirit and detail of the law, including the Equality Act 2010 and the Human Rights Act 1998.

The University provides a range of services and employment opportunities for a diverse population. Employees will treat all students and colleagues with dignity and respect irrespective of their background.

Employees are responsible for ensuring the University develops a culture that promotes equality, values diversity, and supports inclusivity. This responsibility includes services and functions the University provides and commissions, to students, colleagues, partners in other organisations, visitors, and members of the public.

Training

Employees must complete any training that is identified as mandatory to their role. Training should be accessed locally by agreement with line managers and through the University's People and Organisational Development Service.

Mandatory training must be completed on commencement of the role, without delay.

Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. It is also the responsibility of all employees, that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

All employees have a duty to report any practice that you consider compromises standards of health and safety and risk. The Code of Practice on Public Interest Disclosure (Whistleblowing) details the process and advises on the protection from unfair treatment for an individual who raises such concerns.

Employees are required to co-operate with management to enable the University to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the University's undertakings.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students. As part of this you will need to ensure you are familiar with any relevant Health and Safety policies and procedures; seeking advice from the Central University Health and Safety team as appropriate.

Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University. This may be in paper, electronic, or other formats.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

This means that employees are required to uphold the confidentiality of all data, information and records and to ensure they are recorded to appropriate data standards and

to the relevant electronic system or manual filing system in order to maintain their accessibility and integrity.

To support these requirements all employees must adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security at all times.

Additionally, employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

All employees will be given the necessary training to enable them to adhere to these requirements.

Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, your role may be exempt from the provisions normally afforded to individuals under the Rehabilitation of Offenders Act 1974. In these circumstances, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) and, in certain circumstances, the Police Act 1997.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

During the course of your employment, you must notify your line manager if you are charged with a criminal offence (excluding motoring fixed-penalty convictions). Failure to notify the University of a criminal conviction could lead to withdrawal of a job offer where employment has not commenced, or disciplinary action for employees in post. All employees of the University who have contact with children, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and procedures and the Safeguarding Vulnerable Groups Act 2006. Where appropriate, employees will be given the necessary training to enable them to adhere to these requirements.

University policies and procedures

The University operates a range of policies, procedures and formal guidance (available on the University intranet and ServiceNow). All employees must observe and adhere to the provisions outlined in these documents.