Job description

# Project Support Apprentice

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| Overview | The Project Support Apprentice role in AlphaPlus Consultancy will have a line report to the Field Research Manager and support Project Managers responsible for major projects in AlphaPlus as directed. The role will be full time, providing our customers with a consistent point of contact through normal office hours, and will be based in our Manchester Head Office at Unit 109 Albert Mill, Ellesmere Street, Castlefield, Manchester, M15 4LY. |
| Key purpose of the job | * To support the Project Managers in the administration of their projects to help ensure that the project plan agreed with the customer is implemented to time, budget and quality. * To ensure that all employees and subcontractors engaged on a project are provided with the administrative support required to execute their roles effectively. * Where issues arise, to work with the Project Manager to develop and implement contingency plans. |
| Typical project responsibilities | * To provide a consistent point of contact for:   + the project manager;   + the wider project team;   + the end customer. * To maintain and update project documentation as follows:   + project plan;   + progress reports;   + performance metrics;   + finance measures. * To provide support to project implementation, such as:   + managing supplier contracts and work schedules;   + managing survey returns;   + arranging project meetings;   + organising focus group events;   + collating author / editor materials and comments. * To provide wider support to the business operations such as:   + supporting company marketing events such as exhibitions and conferences;   + helping to maintain the corporate website;   + assisting in the organisation meetings and training events;   + developing and updating user guides to various software. |
| Typical Outputs | * Project specific outputs as defined in the project documentation. * Monthly project progress updates for the Project Managers. * Communications required for project and company meetings. |
| **Key relationships** | |
| Internal | * Line manager – Andy Lewis, Field Research Manager * Operations Director – Gavin Busuttil-Reynaud * Project Managers * AlphaPlus associates – coordination of their input to projects. |
| External | * Direct customer – provide consistent administrative point of contact, agreed participation in project management meetings / calls. * End customer (where appropriate/applicable) – participation in project management meetings / calls. |
| **Resources for which the job holder is accountable** | |
| People | * Day-to-day communications with associates and subcontractors. |
| Assets | * No asset management responsibility. |
| Budgets | * Management of work package budgets within scope agreed with Project Director. |
| **Person specification** | |
| Personal attributes | **Mandatory:**   * Good communication and numeracy skills to support company staff and in dealings with external customers and contractors. * Good office administration/IT skills. * Good accuracy/attention to detail. * Ability to work to agreed deadlines with limited supervision. * Ability to work with a diverse and geographically-distributed set of employees. * Good organisation/personal work management to be able to operate in a multi-project environment. * Ability to work under pressure to meet tight deadlines. * Ability to organise and manage own workload with limited supervision. * Initiative – must have ability to plan and drive own learning and development within the framework provided by AlphaPlus. * Ability to work autonomously and collaboratively with individuals as part of a team. * Ability to check progress against targets, reporting as necessary and taking actions to resolve exceptions. * Ability to solve problems by using a common sense and practical approach. * Ability to be proactive in raising concerns and risks with supervisor/senior staff * Commitment to learning and investment in own professional development.   **Desirable**   * Analytical skills and ability to work with complex data. |
| Professional/ technical competencies | **Mandatory:**   * Reasonable fluency with MS Office applications, particularly MS Word and Excel. * Good GCSEs in English and Mathematics. |
| Relevant experience | * Candidates with any level of experience will be considered. |