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.
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| 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.
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| 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.
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| **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.
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| 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.
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| **Resources for which the job holder is accountable** |
| People | * Day-to-day communications with associates and subcontractors.
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| Assets | * No asset management responsibility.
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| Budgets | * Management of work package budgets within scope agreed with Project Director.
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| **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.
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| Professional/ technical competencies | **Mandatory:*** Reasonable fluency with MS Office applications, particularly MS Word and Excel.
* Good GCSEs in English and Mathematics.
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| Relevant experience | * Candidates with any level of experience will be considered.
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