



## **Job Description**

**Post Title:** Technical Support Officer

**Directorate:** West Midlands Metro

**Reports to:** Owner Representative

**Direct Reports:** 0

**Key Relationships:** WMM Owner Representative and team, WMM Director, WMM Project Delivery Management Teams, MML Operators team.

### **Role Purpose**

To act as document controller and provide administrative and technical support to the Metro Owners Team. You will be expected to prepare data for upload to the Document Management System central location. Create a technical library of the latest versions of West Midlands Metro projects documentation for line one and all extensions. Transfer documents from project vault and other sources across the Combined Authority and West Midlands Metro to a central location such as SharePoint or ProjectWise.

### **Responsibilities**

- Work with the project teams, Midland Metro Limited (MML) and Midland Metro Alliance (MMA) to ensure robust document management controls are created, implemented and maintained.
- Ensure information management and file naming protocols are compliant for identification, distribution, and filing/archiving requirements.
- Investigate and create a record of all paper documentation to ascertain the correct approach to capture the data in an electronic format.
- Establish and maintain document control registers.
- Collect existing data spreadsheets that have already been created, categorise, review scope with engineering teams, develop new spreadsheets, populate missing data.
- Use the document classification reference to add the relevant metadata to each document record.
- Upload documents to a central location such as SharePoint or ProjectWise directly, or using a bulk upload tool e.g., Sharegate or obtain services of third party to do it.
- As required work with document scanning service providers to scan and categorise documents into the database in the correct format and location.
- Provide directorate wide financial support, including all aspects of Business World, ensuring invoices are processed in a timely manner and procurement requirements are adhered to, in accordance with WMCA systems and processes. To also include liaising with contractors, tracking order progress and recording when goods and services have been received.



- Support with the facilitation and servicing of meetings to include preparation of meeting materials, taking of, typing and distribution of action notes and minutes, arranging meetings and events, booking rooms.
- Provide administrative contingency when the Metro Personal Assistant is out of office.
- You will be required to raise purchase orders for the Owners Team
- Manage the flow of technical information from the Owners Team to the MMA and MML, keeping a record of design review comments and chasing close out of comments.
- As requested by the Owners Team carry out the analysis of various data sources using Microsoft Excel and/or other Microsoft Office software.

### Person Specification

<i>Please specify (X) whether the experience required is Essential (E) or Desirable (D)</i>			<b>Assessment Method</b>		
<b>Experience</b>	E	D	App*	Int**	Other***
An experienced administrator, who is used to working on own initiative	X		*		
Experience of support to meetings, minute taking a recording of actions.	X		*	*	
Experience establishing, implementing, and maintaining document control systems and processes as part of a multi-disciplinary project team.	X		*	*	
Demonstrable experience working with Document Control Systems/Common Data Environments (SharePoint, MS Teams, Projectwise/similar)	X		*		
<b>Skills/Knowledge/Abilities</b>	E	D	App	Int	Other
Excellent interpersonal skills, working alongside other departments within the WMCA and external stakeholders.	X		*	*	
Strong attention to detail including observational, analytical, and organizational skills	X			*	
Intermediate proficiency in MS Office applications including the ability to write and edit meeting notes, reports and presentations, develop briefings and manage calendars and scheduling activity.	X		*		
Effective time management skills and ability to work independently as well as a member of a cross-functional team.	X		*		
Ability to work collaboratively with a multi-disciplinary team.	X			*	
<b>Qualifications/ Professional Memberships</b>	E	D	App	Int	Other
To have GCSE Maths and English at Grade C or above.	X		*	*	
SharePoint or other relevant database Qualification	X		*	*	

\* Application

\*\* Interview

\*\*\* Details will be shared at interview stage

### **Core Expectations**

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

<b>Value</b>	<b>Competency</b>	<b>Behaviour</b>
Collaborative	Team Focused	Works as part of team, managing and leading.
	Service Driven	Customer, resident and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

### **Health and Safety**

All employees have a duty to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health and safety.

### **Equality and Diversity**

To promote and champion equality and diversity in all aspects of the role

### **Learning and Development**

To participate in and take responsibility of any learning and development required to carry out this role effectively.

### **Performance Management**

To actively engage in the performance management process and take responsibility for managing performance outcomes.

### **GDPR (General Data Protection Regulation)**

To ensure the reasonable and proportionate protection, processing, sharing and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.

### **Other**

There may be a requirement to work outside normal office hours on occasion to meet work deadlines, give presentations, attend meetings etc., including a requirement to work within stakeholder and partner offices within the WMCA Constituent area on a regular basis.