



Job Description

Job Title:	Project Support Officer
Directorate/Team:	TfWM / Network Resilience / Active and Sustainable Communities
Location:	16 Summer Lane or other site/location
Responsible to:	Project Sponsor
Responsible for:	0
Key working relationships: (internal)	Head of Active and Sustainable Communities, Behaviour Change, Sustainable Communities Team, Project Sponsor, Project Officers, Active Travel Team, Network Resilience and other internal stakeholders, internal and external stakeholders as required.
Key working relationships: (external)	Local Authorities, suppliers and external stakeholders as required.

Purpose of the Post

As a Project Support Officer, you will provide outstanding administration, planning, and communication, ensuring activities take place, are documented, and moved forward in a timely manner. This will be achieved through the provision of effective Project Management systems and forward planning.

Accountabilities

- You will be a strong relationship builder, engaging with wider colleagues within TfWM, WMCA and partner authorities, to ensure a seamless coordination and planning of activities where appropriate. You will need to interface with the public, set up events, provide appointment/diary management, and contribute towards the development of the programme to support successful outcomes.
- Designated 'budget holder' with overall accountability for a revenue and/or capital budget or a group of budgets.

Responsibilities

Strategic

- Contribute to the continuous improvement of project, programme and process management.
- Work within stakeholder and partner offices throughout the West Midlands
- Work flexibly and with integrity to meet the needs of the WMCA and the TfWM function.

People

- Work closely with other support officers within TfWM, WMCA and LA's to ensure coordination of activities, effective delivery of the Programme and a high standard of customer service to stakeholders
- Promote equality and diversity in all aspects of the role.
- Work flexibly and proactively with integrity to meet the needs of WMCA and the Programme.

Operational

- Deliver outstanding administrative support including editing, reviewing, and coordinating the production and distribution of reports, briefing documents, Cabinet / Board papers and other documentation as required in support of the Active and Sustainable Communities service.

• Manage workstream documentation in accordance with agreed processes including but not limited to project plans, risk registers, resource plans, highlight reports, meeting agenda and minutes, and WMCA Sharepoint and Teams project sites. • Lead on the setting up of workshops, meetings and events with internal colleagues, local authorities, public, politicians, operators, and other stakeholders as required including taking notes and actions, managing diaries to best affect and supporting coordination and booking of travel and accommodation as required. • Coordinate and contribute to the development and production of event and engagement material and other supporting information as required. • Comply with all WMCA policies and procedures. • Maintain an organised working environment to set a standard for the business in line with Office protocol. • Manage work volumes, self-delegating tasks and allocating/tracking work using agreed processes.
Financial
• Raise orders on the financial system using correct procedures in accordance with training. • Ensure Value for Money and follow the appropriate governance processes for dealing with any financial activities.
Other
• Represent the WMCA in a professional manner. • Undertake such tasks as may reasonably be expected commensurate with the scope and level of the role. • Participate in any learning and development activity required to effectively carry out the duties of the role and participate in the Performance Development Plan process. • Work outside normal office hours on occasion to meet work deadlines, give presentations, attend meetings etc.

Person Specification					
Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
Experience	E	D	A*	I*	T*
Experience of working in a busy environment	X		X	X	
Skills / Knowledge	E	D	A*	I*	T*
Ability to co-ordinate complex schedules	X		X	X	
Ability to communicate and support/influence across all levels and roles	X		X	X	
Strong interpersonal and verbal/written communication skills	X		X	X	
Excellent IT skills, including Word, Excel, PowerPoint and Outlook	X			X	
Customer and results orientated, ability to work under pressure whilst maintaining an attention to detail and maintaining performance	X		X	X	
Self-motivated and able to perform at high standards with own knowledge and experience whilst seeking to learn and develop further	X			X	
Is a strong relationship builder, engaging with wider colleagues and partner authorities as well as the public, to ensure a seamless coordination and planning of activities.	X			X	
Demonstrates a high degree of proactivity and creative thinking when faced with challenges requiring resolution.	X			X	
Demonstrates excellent Team Working	X		X	X	
Qualification / Education / Training	E	D	A*	I*	T*
Minimum level 2 maths and English	X		X		
Minimum Level 3 Business Administration	X		X		

*Key: A = Application, I = Interview, T = Testing/Assessment

Core Expectations

Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing 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, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	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.
Adherence to Policies	Be aware of and comply with all organisation policies.
Matrix Working	Work in a matrix way when required by actively collaborating across traditional boundaries—such as directorates, functions, or geographic areas—to achieve shared goals. Depending on your role, you may contribute to multiple projects or workstreams, often working alongside different teams and leaders.
Business Continuity	All staff should actively participate in business continuity training and exercises when required, ensuring they understand and follow business continuity plans and procedures to maintain organisational resilience during disruptions.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values

Collaborative	We work as one organisation, building trust, connection and shared purpose across teams and partners to create the biggest impact for our region.
Inclusive	Every voice matters – we create belonging, fairness and psychological safety so everyone can thrive.
Innovative	We think future and act smarter – embracing curiosity, creativity and continuous improvement to shape the future.
Driven	Focused on impact – leading with clarity, care and courage to deliver meaningful results for the West Midlands.

Our culture is built on collective leadership, where everyone plays a part in shaping how we work and succeed together. Guided by our values, we create an environment where people feel valued, supported and able to contribute their best. Through behaviours grounded in clarity, care and courage, as set out in our Leadership Statement we are making the West Midlands Combined Authority the best place to work and belong.

Additional Post Requirements

Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes ☐	No ☒	Basic ☐	Standard ☐	Enhanced ☐	None ☒	Yes ☐	No ☒

Job Evaluation Details

Date Evaluation Agreed	JEP Reference	Grade	Job Family
24/3/26	JEP791	SP24-SP28	
Position Reference	CA12898		