

Job Description

Job Title:	Programme Support Officer – Building Retrofit
Directorate/Team:	Energy Capital
Location:	16 Summer Lane or other site/location
Responsible to:	Senior Managers, Energy Capital
Responsible for:	N/A
Key working relationships: (internal)	SMART Hub and Energy Capital teams, Senior Managers, Executive Assistant to the Director, Finance and Procurement Teams, HR, wider WMCA colleagues
Key working relationships: (external)	Partner organisations, external stakeholders, suppliers, contractors, and visitors

Purpose of the Post

The purpose of this role is to provide comprehensive and proactive administrative support to the WMCA Hub and wider Energy Capital directorate, ensuring the smooth and efficient operation of projects, programmes, and daily business activities.

The postholder will play a key role in supporting the delivery of WMCA's energy and retrofit objectives by maintaining effective office systems, coordinating administrative processes, and ensuring that information flows accurately and efficiently between internal teams, senior managers, and external stakeholders.

Working as part of a dynamic and fast-paced team, the Programme Support Officer will be responsible for managing and prioritising multiple workstreams, including meeting coordination, financial and procurement support, data management, and communications. The role requires a high level of professionalism, discretion, and attention to detail to ensure the WMCA Hub provides a reliable, customer-focused, and efficient administrative service.

The postholder will contribute to maintaining compliance with WMCA policies and procedures, including finance, procurement, and data management, and will actively seek opportunities to improve systems and processes for greater efficiency.

In addition, the Programme Support Officer will support the development of new initiatives, the Managed Support team and projects across Energy Capital, demonstrating flexibility, initiative, and a commitment to continuous improvement, collaboration, and organisational excellence.

Accountabilities

Deliver effective Programme support across WMCA Hub and Energy Capital projects.

Ensure compliance with WMCA policies and procedures, particularly regarding procurement, data management, and finance.

Support the team in meeting reporting requirements, maintaining accurate records, and ensuring deadlines are met.

Promote a professional image of WMCA when liaising with internal and external stakeholders.

Contribute to continuous improvement of administrative processes and systems within the team.

Responsibilities

Strategic

- Support the WMCA Hub team in achieving directorate objectives by maintaining efficient administrative systems and communication processes.
- Identify and propose improvements to workflows and processes to enhance efficiency across the team.
- Provide accurate and timely reporting and information to support project and directorate objectives.

People

- Support Senior Managers and team members with diary and inbox management, prioritising tasks and ensuring effective time management.
- Coordinate meeting and event arrangements, including logistics, materials, and follow-up actions.
- Provide support to the Executive Assistant to the Director during periods of absence or when additional help is required.
- Promote teamwork, collaboration, and excellent customer service across the WMCA Hub and Energy Capital teams.

Operational

- Support reporting requirements for retrofit projects by compiling data and liaising with stakeholders to ensure timely and accurate submission.
- Maintain and update CRM systems, contact lists, and document management systems.
- Prepare meeting materials, take and distribute action notes, and manage room bookings and resources.
- Provide diary and inbox management for senior managers and ensure meeting requests and actions are managed effectively.
- Coordinate travel and accommodation arrangements in line with WMCA policy.
- Maintain efficient filing systems and ensure data management complies with WMCA data protection policies.
- Monitor and manage multiple shared inboxes (Energy Capital, WMCA Hub, Devolved Retrofit, Managed Support).
- Create and maintain folders and shared email inboxes/calendars for new projects as required.

- Support engagement with the wider organisation to ensure alignment with training, HR, and best practice.
- Assist with preparation of presentations and reports using Microsoft PowerPoint and Excel.
- Attend meetings and staff events as required, representing the WMCA Hub team and providing feedback as needed.

Financial

- Provide financial and procurement support for the team, including:
- Raising purchase orders, invoices, and sales orders in Business World (BW).
- Submitting requests for new suppliers, customers, and finance codes.
- Monitoring workflows and processing invoices for payment.
- Running reports and monitoring budgets to support finance meetings.
- Ensuring compliance with WMCA procurement and travel policies.
- Monitors spend against Energy Capital budgets and contribute to financial planning discussions.

Other

- Ensure adequate administrative cover during staff absences and manage office resourcing effectively.
- Maintain a professional and positive approach when liaising with internal and external stakeholders.
- Undertake training and professional development (e.g., PowerPoint and Excel) to enhance performance.
- Support other administrative tasks as required by Senior Managers or the Executive Assistant to the Director.

Person Specification

Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
	E	D	A*	I*	T*
Experience					
Experience providing high-quality administrative support to senior managers or teams in a busy office environment.	X				
Experience coordinating meetings, preparing documentation, and taking and distributing minutes/action notes.	X				
Experience of working with internal and external stakeholders at all levels.	X				
Experience managing multiple shared inboxes and prioritising workloads effectively.	X				
Experience using Microsoft Office applications (Word, Excel, PowerPoint, Outlook) to produce documents, presentations, and reports.	X				

Experience supporting procurement and finance processes, including raising purchase orders and invoices.	X				
Experience maintaining accurate records and filing systems in accordance with data protection requirements.	X				
Experience working within a public sector, local authority, or partnership environment.		X			
Experience using Business World (BW) or a similar finance/procurement system.		X			
Experience coordinating travel and accommodation arrangements in line with corporate policies.		X			
Experience supporting reporting requirements or compiling performance data.		X			
Skills / Knowledge	E	D	A*	I*	T*
Excellent organisational and time management skills, with the ability to manage competing priorities.	X				
Strong communication skills (written and verbal), with the ability to build positive working relationships.	X				
Knowledge of effective administrative systems, document control, and workflow management.	X				
High attention to detail and accuracy when processing information.	X				
Ability to work independently and as part of a team.	X				
Ability to maintain confidentiality and handle sensitive information appropriately.	X				
Proficient in Microsoft Office 365, including Teams, Outlook, Word, Excel, and PowerPoint.	X				
Understanding of data protection and information governance requirements.	X				
Knowledge of WMCA processes and governance structures.		X			
Knowledge of project administration or retrofit/energy-related projects.		X			
Familiarity with CRM systems and document management tools (e.g., SharePoint).		X			
Awareness of procurement and finance systems such as Business World (BW).		X			
Knowledge of continuous improvement or process optimisation techniques.		X			
Qualification / Education / Training	E	D	A*	I*	T*
GCSEs (or equivalent) in English and Mathematics at grade C / 4 or above.	X				
Evidence of continuous professional development or training in administrative, IT, or business skills.	X				
NVQ Level 3 (or equivalent) in Business Administration or a related field.		X			
Training or certification in Microsoft Office or data management systems.		X			
Training in finance or procurement processes.		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.
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		
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.		
Value	Competency	Behaviour
Collaborative	Team Focussed	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.

Additional Post Requirements

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

Job Evaluation Details			
Date Evaluation Agreed	JEP Reference	Grade	Job Family