



Project Support Officer

Starting salary £20,368 dependant on the expertise and experience the successful candidate brings to the job.

We wish to appoint a Project Support Officer to provide administrative support to projects and the Institute as a whole. They will work as part of a team with other Project Support Officers, sharing responsibilities for administrative tasks and project activities to support the business. The role will report to a member of the research team and the individual will work closely with management team members and project managers.

The Institute

The Institute for Employment Studies (IES) is a leading independent centre for research and evidence-based consultancy. Based in Brighton, IES can provide you with an unparalleled opportunity to get involved at the forefront of evidence-based research, to help bring about sustainable improvements in employment policy and human resource management. We are a registered charity, with over 40 multidisciplinary staff, plus UK and international associates.

For more information on the work that we do and clients we work with, please visit <https://www.employment-studies.co.uk/>.

The role

The primary focus of the role is to provide project and programme administrative support to research managers throughout the duration of their projects, which can range from a couple of days for a small piece of consultancy to up to five years for large employment policy evaluations. As well as this, the role also plays a key part in supporting the effective running of the Institute and continually improving how we work.

Project Support Officers are expected to work flexibly, sharing responsibilities for tasks with other Project Support Officers.

Who are we looking for?

Project and programme support - Responsibilities

Each project or programme of work normally has an allocated Project Support Officer. The tasks required to support projects or programmes vary but typically include:

- Editing, formatting and proofreading interim and final reports and all other outputs (and ensuring they are client ready).
- Responsibility for monitoring data protection throughout the lifespan of the project, including secure data transfers, archiving and deleting files, in collaboration with the Project Manager as appropriate at the end of the project.
- Organising and co-ordinating fieldwork in collaboration with the research team i.e. scheduling research interviews, making travel and accommodation arrangements, ensuring fieldworkers have appropriate equipment and materials e.g. Dictaphones / laptops.
- Building online surveys using Snap (training will be provided).
- Acting as a secondary point of contact with the client and external consultants.
- Managing the database of customer satisfaction surveys (this can also include sending out surveys at the Project Managers' request). Planning and organising internal and external meetings.

Supporting the Institute

- Proactively co-ordinating tendering processes for new work by sourcing, assessing, and circulating Invitations to Tender and ensuring timely responses.
- Supporting bids for new work in an administrative capacity by gathering relevant company and project information, completing hard copy and online tender information forms, editing and proofreading proposal content, ensuring submissions conform to house style and meet the criteria set by the client, and overseeing tender submissions, either by courier or online procurement portals.
- Maintaining key internal databases (e.g. projects, tenders, clients, contacts). Collecting and presenting data from IES records for business and performance indicators.
- Being responsible for own work scheduling (and when required maintaining and updating the staff work scheduling system, known as Forward Utilisation).
- Providing advice and informal training to colleagues in using standard MS Office packages – eg using templates and styles etc.
- Carrying out health and safety assessments for workstations.
- Undertaking reasonable additional tasks as required.

Person specification

Job-related knowledge, skills and abilities

The successful candidate will have:

- Good communication skills with internal colleagues and clients.

- Excellent organisational skills, including ability to work within tight deadlines, and across multiple projects, juggling and prioritising tasks.
- Ability to work flexibly and as part of a team – supportive and collaborative with colleagues and external clients.
- Highly proficient in MS Word, Excel, PowerPoint. Having a solid working knowledge of Access would be advantageous, as would having the knowledge and ability to prepare reports, charts and presentations to publication standards.
- Ability/willingness to learn to use new software (with training) as required (eg database, intranet, online survey software, website).
- Reliable and adaptable, able to respond to changing priorities.
- Accurate with close attention to detail.
- Excellent use of English and ability to proofread large, complex documents, following both our internal and client writing guidelines and house styles.
- Ability to be proactive, to use own initiative, to identify problems and propose solutions.

What we offer you

Our strongest offering is the challenging, relevant and diverse range of projects that you will work on and the personal development opportunities that this provides, along with working closely with highly experienced and knowledgeable IES subject experts.

We support flexible working, and so would be happy to consider applications from candidates seeking to work flexibly or part-time.

Salary: £20,368 to £25,288 (full time equivalent) with an entitlement to an annual pay review and increments to the top of the scale, subject to performance. The starting salary will depend on the expertise and experience the successful candidate brings to the job.

In addition, we offer:

- a salary supplement, depending on the Institute's financial performance;
- a contributory career-average defined-benefit pension scheme (USS), to which IES pays a monthly contribution of 21.1 per cent of basic salary and staff pay 9.6 per cent;
- 27 days' annual leave plus four Christmas closure days and bank holidays;
- An employee assistance programme and occupational health support.

The post will be based in our office in central Brighton, although it is expected to be predominantly home-based over the coming months.

The Institute for Employment Studies is a registered charity (no. 258390). IES seeks to be an equal opportunities employer.

Our research and practice are guided by our values and our staff act in accordance with these. Our values centre on: respecting others, acting with integrity, collaboration, curiosity, excellence and compassion.

How to apply

Please apply using a standard IES application form. CVs will not be considered.

You can download an application form on the vacancy page of the IES website, found here: <http://www.employment-studies.co.uk/vacancies>.

Please also complete an Equal Opportunities Monitoring Form, which can be downloaded from the same webpage.

Please return the two completed forms to: careers@employment-studies.co.uk or post to Careers, IES, City Gate, 185 Dyke Road, Brighton BN3 1TL (Telephone: 01273 763456)

Closing date for applications: Monday 13th September 2021, midday

Because of the nature of our work, appointments will be subject to a report from the Disclosure and Barring Service (DBS) or Disclosure Scotland.

The Institute for Employment Studies is actively seeking to improve the diversity of our workforce and welcomes applications from all under-represented communities and groups. We are particularly keen to attract ethnic minority candidates given their under-representation within applied social research. We are Disability Confident Committed and are happy to make reasonable adjustments to accommodate the individual requirements of candidates with disabilities.