

Job Title	Technical Assistant
Department	Procurement & Operations Support
Reports to	Programme Manager – Physical Security Enhancements
Grade	Grade 3
Purpose & Overview	<p>The Technical Assistant will be required to assist in the delivery of the Programme for the Physical Security Enhancements required for two fully funded PCD's.</p> <p>This role will be expected to support the Programme Manager & Project Managers to deliver the overall workload in an effective and efficient manner enabling and ensuring that WWU complies with its contractual, legal and regulatory obligations.</p>
Key Accountabilities	<ul style="list-style-type: none"> • Provide administrative support and assistance in providing an efficient and effective service to contribute to the achievement of departmental objectives. • Assist the Programme Manager with logging, tracking and maintaining programme records, actions, meeting minutes and data in accordance with the sensitive protocols. • Assist the Project Managers with monthly reporting, data/records logging and liaison with internal and external parties. • Ensure the programme reporting and record keeping is tracked and monitored in line with the Governance board and programme security protocols. • Oversee the control of access to the Programme SharePoint folder and ensure compliance with Security Protocols. • Operate office systems, process documents, maintain accurate records and access information in support of departmental activities. • Resolve enquiries and complaints from both internal and external parties, providing a written, face to face or telephone response as appropriate. • Compile and provide routine information using computer systems as necessary in accordance with relevant procedures and guidelines, in order to provide management with the information they need to effectively make decisions. • Assist in supporting the Programme Governance Steering Group compliance activities by carrying out clerical duties, meetings, receiving and collating information and processing documents and correspondence in line with guidelines and procedures.

	<ul style="list-style-type: none"> • Participate in the measurement of departmental/team objectives, to enable performance gaps to be identified and addressed. • Work within and promote the philosophy of safe team working and development across all WWU activities to achieve business objectives and continuously improve performance. • Work with the team and promote the philosophy of team working and development to achieve business objectives, improve performance and develop commercial awareness. • Live and promote the Company priorities and values and demonstrate behaviours in line with our behavioural competency framework. • Continually developing technical competencies.
Technical Know-How & Skills	<p>Technical Competencies:</p> <ul style="list-style-type: none"> • Numerical • High standard of keyboard skills. • Competent in the use all standard Microsoft and other standard desktop packages • Administration of complex packages of work • Understanding of Programme management is preferred but not essential. • Able to demonstrable communication skills, both written and oral • Good team worker - able to work in a team environment with local and remote colleagues <p>Specific Experience:</p> <ul style="list-style-type: none"> • Previous experience of working within an office environment • Ability to work in a dynamic environment, adapting working practises and capabilities to meet specific demands • Utilising problem-solving skills to ensure projects-maintenance are delivered, reported on time, and to high standards
Qualifications	<ul style="list-style-type: none"> • Maths and English GCSEs are desirable • The job holder will need to be Security Clearance vetted due to the sensitive nature of the activities (this can be done post selection)
Dimensions	<ul style="list-style-type: none"> • The job holder will function as part of the Procurement and Operations Support team, to assist and support the Programme Manager across a full range of activities. Dealing with both internal and external customers, such as: • Asset Management and Other Operational departments and depot representatives. • AVL Suppliers and Contractors

	<ul style="list-style-type: none">• Third Party Agencies such as NPSA, DESNZ, WWU Cyber Security, Local Authorities
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