Project Support Officer

JOB DETAILS

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Project Support Officer</th>
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<td>Reports to (title):</td>
<td>Head of ITS/Chief Information Officer</td>
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<td>Date:</td>
<td>January 2020</td>
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PURPOSE OF THE JOB

To provide project management support, co-ordination, and administrative support to the Head of IT Services and the ITS department.

PRINCIPAL ACCOUNTABILITIES/KEY RESULT AREAS

- Provide administrative support, as required, to the Head of IT Services and the ITS Management Team. For example: arranging meetings and webinars, drafting agendas, meeting notes and documentation, and booking travel.
- Draft communications for key ITS projects and technology initiatives.
- Contribute to and manage documentation relating to the Cochrane technology strategy.
- Coordinate projects with other Central Executive Team (CET) departments.
- To develop good working relationships and shared working practices with the administrative leads within the CET.
- Develop a strong working knowledge of Cochrane’s processes and technologies for editorial management and content production and delivery.
- Identify key activities, areas of overlap and inter-dependencies between various projects, areas of work, and other Cochrane strategies as they relate to projects and programmes of work within ITS and across the Central Executive Team.
- Undertake any other duties that may be considered appropriate.

PERSON SPECIFICATION

Essential:

- University degree and experience in project management or project management support and/or equivalent experience in a similar role
- Knowledge of project management and collaboration tools (e.g., Confluence, Jira)
- Ability to multitask and prioritize work requirements
Job description

• Effective communicator at all levels within and outside the organization
• The ability to work efficiently and effectively with a geographically-dispersed department and organization
• Good understanding of organisational effectiveness and of identifying and helping to implement best practice
• Excellent written, presentation and verbal communication skills
• Excellent team player
• Is diligent with attention to detail
• Willingness to travel as required

Preferred:
• Knowledge of Cochrane, evidence-based health care, Cochrane systematic reviews, and/or the global health sector
• Knowledge of, or interest in, technology and tools for editorial management and publishing.
• Knowledge of various project management methodologies including Agile

KEY INTERFACES

Internal: Informatics and Technology Services Department and other Central Executive departments, as appropriate.

External: Cochrane groups, technology vendors, consultants, and others as required.

DIMENSIONS

Budgets managed: None.

Direct reports: None.