

**Passenger Focus
Job description**

Title: Project Administrator (12 month appointment)

Grade/band: C

Line manager: Bus Passenger Project Manager

Purpose of the Job

The purpose of the role is to provide high quality project administration and support for the programme of Bus Projects within Passenger Focus.

Outline

Based in Manchester and reporting to the Bus Passenger Project Manager, the Project Administrator works within the Bus Passenger Project Team to support the Bus Passenger project programme.

The role is varied, including project administration and support of our research, passenger advocacy and stakeholder liaison work along with associated correspondence/report drafting. The post holder also contributes fully to the project support function, provides project advice to others where applicable, and works in cross organisational project teams to support the delivery of projects objectives.

The position is mainly office based but will provide scope for stakeholder interaction away from the office.

Tasks and responsibilities:

Project Administration

- Assist with the scoping, planning and updating of projects, through drafting project briefs, reports and associated project paperwork
- Assist with Management of allocated projects from inception to completion, including monitoring progress and reporting back as and when required
- Maintain project records, documentation and plans
- Conduct desktop research and manage stakeholder liaison in line with project scope
- Work closely with other Passenger Focus functions as necessary

Development

- Contribute to the development of the Bus and Coach project work plans
- Implement assigned activities to develop the project framework.
- Develop the project communications plan to ensure timely and effective communication with stakeholders and other interested parties.

Passenger Focus Person specification

Skills and Competencies

- **Education/experience:** minimum of 5 GCSE including English and Maths (or equivalent) and with experience in a similar role. Knowledge and working understanding of the principles of project management (prince2 foundation for example) would be useful
- **Organisation and Planning:** Ability to schedule own and others' time and activities, prioritising work to deliver maximum benefit
- **Communication skills:** Ability to produce information in both written and verbal forms, communicating clearly in order to give the information in the way the audience requires. Effective report writing skills.
- **Team skills:** The ability to work effectively with colleagues and collaborate in cross organisational project teams
- **Initiative:** Self starting and able to influence events that will deliver goals. Ability to initiate original ideas
- **Problem Solving:** Identify problems, research data/information and develop courses of action to succeed
- **Flexibility:** The ability to change one's approach to suit different situations and to refocus on different priorities as circumstances demand
- **IT Skills:** Experience of using MS Office (Word, Excel, PowerPoint and Outlook)

Important working relationships

- Bus Passenger Project Manager
- Bus Passenger Project Development Coordinator
- Change Manager
- Other Passenger Focus teams
- Board Members
- Industry and stakeholder contacts as necessary