



Job Title: Project Support Assistant

Location: Harwell Campus

We recognise the value of flexible and inclusive working practices and will consider reasonable adjustments and flexibility where operationally possible, taking account of operational and security requirements, including onboarding and probationary requirements where relevant.

Type: Full time, 37.5 hours per week

Reports to: Project Support Officer

Main purpose of the job

To provide central administrative and operational support to project and curriculum leads, trainers, and learners, ensuring high-quality service delivery and the smooth running of training programmes and projects.

Main duties & key responsibilities

- Provide reliable and consistent administrative support to team members, ensuring the smooth running of projects and facilitating the flow of information to all stakeholders.
- Build strong working relationships with other Project Support Assistants and Project Support Officers to deliver effective project planning, monitoring, and reporting.
- Support multiple projects concurrently, liaising with diverse stakeholders across different sites.
- Produce reports on project progress and performance to support management meetings and the functions of the Course Support and Project Management Office.
- Assist in the development and maintenance of project plans and schedules, monitoring and tracking progress against objectives and ensuring that resources are accurately reporting workload.
- Support the coordination and administration of training delivery for face-to-face, hybrid, and online courses.
- Prepare and maintain accessible training materials and courseware in line with quality and accessibility standards. This will include printing, uploading, and distributing resources, arranging courier deliveries, and supporting webinar delivery.
- Ensure trainers have everything they need before, during, and after course delivery.
- Invigilate both onsite and online exams.
- Assist with the design and delivery of electronic surveys and questionnaires to support learner feedback and continuous improvement.
- Update and maintain courseware in line with agreed plans and quality standards.

- Perform general administrative and reception duties, including answering calls, managing electronic calendars, photocopying, printing, ordering supplies, and arranging catering for courses.
- Ensure compliance with company processes to uphold a culture of quality service delivery.
- Manage the consistent use and quality of data within the business course and project management system.
- Support inclusive and accessible working practices, ensuring learners and colleagues are treated with respect and that reasonable adjustments are supported where appropriate.
- Contribute to a respectful, inclusive, and professional working environment in line with company values and policies.
- Carry out any other duties commensurate with the skills and responsibilities of the role.

Qualifications / experience

Essential

- GCSE Grade C/4 or equivalent qualification or demonstrable functional literacy and numeracy skills.
- Ability to meet the eligibility requirements for UK security clearance appropriate to the role.
- Strong working knowledge of Microsoft Excel and other Microsoft Office applications.

Desirable

- Experience with scheduling software

Skills and attributes

Essential	Desirable
Strong organisational and time management skills, with the ability to prioritise effectively while managing multiple competing demands.	Willingness to learn and adapt with a positive, collaborative approach.
Flexible and adaptable approach to working, with the ability to respond positively to changing priorities.	Professional and approachable manner.
Proactive and solution-focused, with the ability to respond effectively to changing priorities and situations.	Professional communicator able to engage appropriately with a range of stakeholders.
Excellent written and verbal communication skills, with a polite and professional communication style across telephone, email, and Microsoft Teams.	

<p>High attention to detail and accuracy.</p> <p>Able to work collaboratively with colleagues and stakeholders and build positive working relationships.</p> <p>Able to manage competing priorities effectively while maintaining quality and supporting colleagues collaboratively.</p>	
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

Package & Benefits

Salary

£25,000 – £26,227.50 per annum, depending on experience.
Salaries are reviewed annually.

Annual Leave

22 days annual leave, plus Bank Holidays and 3 additional paid days during the Company Christmas shutdown period.

Flexible & Inclusive Working

We recognise the importance of work-life balance and support flexible and inclusive working practices where compatible with operational and security requirements.

Pension

5% employee contribution with 3% employer contribution.

Professional Development

Up to 5 days paid Continuous Professional Development annually following successful completion of probation, supporting role-related learning, vocational development, and professional growth.

Health & Wellbeing

- Healthcare Cash Plan
- Access to wellbeing support and Employee Assistance Programme
- Mental Health First Aiders
- Specsavers Vouchers

Additional Benefits

- Reward Gateway – Employee Discount Platform
- Cycle to Work Scheme

Career Development

Opportunities for career development and progression within project support, learning delivery, and project management functions.

Equality, Inclusion & Safeguarding

The company is committed to equality of opportunity, safeguarding, and creating a respectful and inclusive working environment for all employees.