

The Project Office Series of White Papers

What kinds of qualities make good project office support : Looking for the best resources

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EXPERIENCED

1. Worked or have been working in a project, programme or project centric organisation for two years or more.
2. Worked on a variety of projects or programme types (technologies, sectors etc)

QUALIFIED

1. ISEB qualified (Project and Programme Support Office)
2. Have advanced MS Office skills (esp. Excel, Access, Project)
3. Worked with a recognised methodology (or company equivalent) and are knowledgeable in the processes and methods
4. Have attended Project Management training courses (i.e., Risk Management, Planning Techniques etc)

ADAPTABLE

1. Will rise to the challenge with new tasks and activities
2. Will often work outside their role to contribute and get the job done

PROFESSIONAL

- Will have great time management skills and work well with tight deadlines
- Will conduct themselves well in the workplace according to a company's culture or ethos
- Will possess great written, spoken and listening skills

PERSONABLE

1. Will work comfortably with people at all levels within the project, programme or organisation
2. Will possess a great team working spirit, good sense of humour and a open, approachable manner
3. Will work well under pressure

CONFIDENT

1. Will interact and work well with new team members and clients