



Candidate and Client Services

Project Office Support Roles

The Project Support Office can be many things, a centralised layer of monitor and control between executives and project managers, or a structure that includes the roles of Project and Programme Managers, to name two.

The structure and the framework that each organisation adopts for its project office is the first step in implementing the project centric organisation, and at Arras we provide full consultations on the many different options available.

Some of the roles that can be found in centralised layer of monitor and control format of a Project Support Office, are highlighted here to help both clients understand more about their individual requirements and our candidates to see which roles we actively supply.

Project Administrator

The generic project office support role that is seen in nearly every different format of project office. Also known as Project Co-ordinator, Project Assistant, Project Office Assistant.

Typical duties include:

- Ensure the agreed project management methods, standards and processes are maintained throughout the project lifecycle.
- Assist the Project Manager and Team Managers in the production and maintenance of project plans.
- Develop and maintain the project library, filing, recording and reporting systems.
- Develop and implement appropriate configuration management procedures
- Co-ordinate the production of all reports and produce project summary reports.
- Set up and maintain systems for recording project costs.
- Define and document procedures in accordance with agreed methodology
- Advise and assist project team members in the application of project procedures , disciplines and recording and reporting standards.
- Maintain risk and issue logs and change control records.
- Develop and support effective communication mechanisms between the project teams.
- Undertake any other administrative tasks as specified by the Project Manager.

Project Planner

The role is often needed on busy, complex projects and programmes. The role is also known as a project scheduler.

Typical duties include:

- Responsible for project planning, scheduling and progress monitoring
- Assist Project Manager in planning and execution of work schedules, project reviews, and project progress reports
- Monitor progress against schedule and project budget
- Document performance, cost tracking, and other metrics to assess and report project progress to Project managers and others.
- Analyse impact of schedule variation by co-ordinating with various functions and Project Managers for updating and scheduling problems resolution
- Anticipate potential obstacles that may prevent project from staying within authorized budget / schedule
- Collect individual project status information for work schedule updates.
- Establish new schedules and follow-up on the existing schedules of projects. In some cases validate project plans
- Calculate the critical path for each project and perform critical path analyses
- Keep the data pertaining to projects up to date (delivery performance and milestones)
- Plan and assist in the allocation of appropriate resources to deliver project results
- Demonstrate understanding of internal organization, processes and systems as required by the role

Project Accountant

The project accountant role can be used full-time on large, complex projects and programmes as well as a more part-time basis on smaller projects. The role is also known as Financial Analyst, Project Analyst.

Typical duties include:

- Monitoring and reporting activities: reviewing and tracking project costs and revenues
- Calculating and analysing project cost variance
- Analysis and correction of project information using spreadsheets and database formats
- Assisting Project Manager in management of invoicing and collection activities
- Prepare monthly reports including P&L, balance sheet and forecast for Project Manager

Contract Administrator

Manages all contract related work, including tracking deliverables against existing contracts, managing any third party or subcontractor contracts, co-ordinating purchase order activity and ensuring all contracts remain up to day

Estimator

The estimator role works in the proposal or bid/tender phases. The role is often seen as a combination of the project planner and project accountant, and is used to help develop the project budget at the beginning of the project lifecycle.

Proposal Administrator

Responsible for assisting the Bid Manager in the planning, implementation and execution of the bid management process. Manages the central tender office.

Resource Administrator

Works alongside the Resource Manager on large projects and programmes of work, where there is a huge demand for continuously supplying resources.

Quality Assurance

Assists the Project Manager and project team to ensure quality standards of deliverables are met. Sometimes also known as Quality Auditors, Project Auditors.

Administrative Staff

Depending on the size of the project or programme of work, general office functions are also needed. This can include:

- Word Processor
- Presentation Creator
- Telephony/Receptionist
- Personal Assistants
- Team Secretaries/Administrators

Contact us at info@arrasservices.co.uk for more information about Project Office Support roles or keep checking back for more papers detailing other aspects of Project Office.