

## Non-Management Job Description

<b>Job Title:</b>	<b>Project Co-ordinator</b>	<b>Location:</b>	Rail House
<b>Department:</b>	IT & Transformation (Finance & Transformation Directorate)	<b>Reports to:</b>	Senior Project Manager
<b>HR Contact:</b>	Emily Traynor	<b>Financial Accountability:</b>	No
<b>People Responsibility:</b>	No	<b>Is this role safety critical?</b>	No
<b>Does the role have a dedicated deputy?</b>	No	<b>Name if Yes</b>	N/A
<b>Select the management level:</b>	N/A		

### 1. CONTEXT OF THE ROLE:

#### PURPOSE OF THE JOB

This role serves as a critical support function within the project management team, acting as the central hub for information flow and project documentation from across the organisation. The Project Co-Ordinator will prepare concise and informative project reports for senior leadership ensuring project updates are gathered and consolidated seamlessly across the business. Project lifecycle and co-ordination of project governance is a key part of this role, ensuring submission of project updates, project initiation and business case proposals are managed so that deadlines are adhered to. Project Co-Ordinator responsibilities also include preparing action plans and analysing risks and opportunities for projects that are managed within the team.

#### JOB ACCOUNTABILITY

- Lead the development of insightful and informative project board packs for senior management review.
- Collaborate with project managers and key stakeholders to gather project updates, including project metrics and finances.
- Analyse project information and translate it into concise, clear, and impactful visuals and narratives.
- Ensure board packs adhere to established governance and reporting templates.
- Establish and maintain efficient systems for collecting timely and accurate project updates from teams across the business.
- Develop clear and consistent templates for project update collection and reporting.
- Analyse project updates to identify trends, risks, and opportunities.
- Prepare consolidated reports and summaries for board meetings and other key stakeholders.
- Develop and implement a robust system for storing, organising, and retrieving project documentation efficiently.
- Maintain version control and ensure all documentation is easily accessible and reflects the latest project status.
- Assist project managers with administrative tasks as needed.
- Support the development and implementation of project management policies and procedures.

### 2. ROLE ESSENTIALS

#### DECISION MAKING AUTHORITY

- Administration and co-ordination of project activities play a critical role in the success of any project. By effectively assisting with the governance of the project reporting cycle.

#### MOST CHALLENGING/DIFFICULT PART OF THE JOB

- Balancing and increasing workload to meet the requirements of the various aspects of the business.

#### PRINCIPLE ACCOUNTABILITIES

- The Project Co-ordinator is a vital link between project execution and project governance, ensuring projects deliver expected outcomes while adhering to established reporting structures.
- Maintain confidentiality around sensitive information and terms of agreement.

#### KEY SAFETY ACCOUNTABILITY

- Safety is everyone's responsibility within Merseyrail. You're responsible for your safety and the safety of others such as colleague's and passengers. As an employee you're expected to understand and apply our safety values and ensure they are visible in all you do.

#### EXPERIENCE, KNOWLEDGE, QUALIFICATIONS AND TRAINING

- Ability to build personal credibility by demonstrating the organisation's values, building trust with partners in the organisation and pro-actively contributing to organisational success. Be thorough and pay attention to detail whilst remaining flexible and open to change.
- Communication skills: must be able to communicate effectively with a variety of stakeholders, including Project Managers, team members, and clients. They must be able to write clear and concise emails, reports, and presentations.
- Organisational skills: must be able to manage multiple projects simultaneously and keep track of a variety of tasks. They must be able to prioritise tasks and meet deadlines. Solid organisation and time-management skills
- Problem-solving skills: must be able to identify and solve problems as they arise. They must be able to think critically and come up with creative solutions.
- Technical skills: must be proficient in using a variety of software programs, including project management software, word processing software, and spreadsheets.
- Experience: Experience in project support or administration.

### 3. BEHAVIOUR ESSENTIALS

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Please refer to “Your PDR Discussion Employee Guide” for further detail on “what good looks like” for this Grade level.	
Values and Behaviours	How will I be measured?
<b>GENUINE</b> <ul style="list-style-type: none"> <li>Relates to different types of people</li> <li>Asks for and accepts help and advice</li> <li>Understands the customer</li> </ul>	<ul style="list-style-type: none"> <li>Works well with colleagues at all levels - is approachable and eager to help.</li> <li>Considers the views of others in forming his/her own opinion – is interested in what others have to say</li> <li>Thinks about what he/she says and how it comes across to colleagues and customers</li> <li>Uses initiative but knows who to approach for help</li> <li>Is open to feedback - welcomes advice and support from colleagues to improve the working environment and practices</li> <li>Shows a genuine interest in doing everything he/she can to exceed customer expectations or to solve an issue</li> <li>Never thinks someone else will solve a customer problem and forgets it – will take ownership</li> </ul>
<b>PROFESSIONAL</b> <ul style="list-style-type: none"> <li>Has a positive attitude</li> <li>Delivers what’s needed</li> <li>Communicates clearly</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrates an understanding of Merseyrail’s goals and customer requirements</li> <li>Likes to get things right first time, but will learn from mistakes</li> <li>Shows commitment to his/her role within Merseyrail and helps others to do the same</li> <li>Is a role model. Acts as an ambassador for Merseyrail, and provides support to colleagues to do the same</li> <li>Does what it takes to get the job done safely, effectively and to high standards</li> <li>Is confident to challenge poor standards and practices in others and does so in the right way</li> <li>Wears appropriate uniform and personal protective equipment in line with Company requirements and relevant regulations</li> <li>Puts his/her point across clearly using facts and practical examples, and not personal feelings</li> <li>Reports incidents and issues in the right way</li> <li>Uses the right form of communication to get the job done to a high standard</li> </ul>

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<b>PROACTIVE</b> <ul style="list-style-type: none"><li>• Focuses on improvement</li><li>• Supports others</li><li>• Takes responsibility</li></ul>		<ul style="list-style-type: none"><li>• Goes above and beyond his/her daily responsibilities to ensure we deliver; exceeds the expectations of his/her role</li><li>• Looks to see how things could be done better within the workplace</li><li>• Is able to help colleagues understand the purpose of a task by showing them the benefits</li><li>• Provides advice and support to colleagues to help them move forward</li><li>• Is always helpful and resourceful when things need to change</li><li>• Provides appropriate information enabling others to make the right decisions</li><li>• Takes ownership of queries/issues without unnecessarily passing them upwards</li><li>• Thinks on his/her feet and is willing to try different and innovative solutions to meet customer needs</li></ul>	
<b>INCLUSIVE</b> <ul style="list-style-type: none"><li>• Builds strong working relationships</li><li>• Working together</li><li>• Promoting diversity</li></ul>		<ul style="list-style-type: none"><li>• Actively builds relationships and works well with his/her own team and other departments/functions</li><li>• Understands the value of great teamwork and their role in making his/her team a success</li><li>• Values what colleagues can contribute towards ‘getting the job done’; actively listens to others</li><li>• Will be flexible where necessary to achieve business goals</li><li>• Understands the importance of involving all relevant colleagues</li><li>• Understands the importance of working with other departments/ functions to improve co-operation and effectiveness across the business</li><li>• Supports and includes all colleagues, demonstrating an understanding of others’ needs</li><li>• Recognises the value that difference adds to Merseyrail</li></ul>	
Last Updated By:	L Robertson	Date	19/02/2024