

Job
description

Project Support Officer, Stratus

February 2025

Directorate:	Digital Services
Pay grade / staff group:	Professional Services 05
Hours / duration:	Full time Monday to Friday Fixed Term Contract (18 months)
Reports to:	Programme Director, Stratus

Context

The ICR has made a strategic commitment to develop an excellent organisation, and to achieve this, there is a need for a new ERP system. The ICR is currently using Unit4's Agresso and we are at the beginning of a project to adopt a new cloud based system. Key to achieving an excellent organisation will be the adoption of the kind of best-practice functionality and processes within a modern ERP. Thus, the identification, selection, and implementation of a new ERP will be primarily a business transformation project rather than an IT replacement project.

Main purpose of the job

The Project Support Officer (PSO) will work closely with the Project Manager and project team supporting the coordination of the project to ensure it is delivered on time and within budget. They will be responsible for coordinating meetings, workshops and training with internal stakeholders and suppliers. The PSO will create and maintain systems for planning and scheduling project activities, ensuring that actions and tasks from key meetings are tracked, recorded and actioned.

Our mission
is to make the
discoveries that
defeat cancer.

Project Support Officer

Duties and responsibilities

Key duties

Coordinate meetings, workshops and training session with internal stakeholders and external suppliers.

Capture and record actions from meetings, ensuring these are tracked and completed in a timely manner.

Prepare reporting templates for stakeholder and progress meetings, sending reminders for submissions and contributions.

Support and quality check on behalf of the Programme director and Project Managers.

Update project trackers, including RAID log, supporting Programme Director and Project teams to ensure all new risks are captured.

Maintain stakeholder lists and project team calendar.

Create and maintain programme org charts and project staff, roles and responsibilities and programme resource documentation.

Support on recruitment coordination including organisation of interviews.

Assist with preparation of reports and documentation for each phase and milestone of the project in line with the Stratus programme management framework and project management standards of the ICR.

Maintain project files and ensure good practice of data security using and sharing documents in Microsoft Teams.

General project support for Programme Director and Project Manager in all aspects of project management as required.

General

All staff must ensure that they familiarise themselves with, and adhere to, any ICR policies that are relevant to their work and that all personal and sensitive personal data is treated with the utmost confidentiality and in line with the General Data Protection Regulations.

Any other duties that are consistent with the nature and grade of the post that may be required.

To work in accordance with the ICR's Values.

To promote a safe, healthy, and fair environment for people to work, where bullying and harassment will not be tolerated.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.

Project Support Officer

Person specification

Education and Knowledge

Educated to degree level or equivalent knowledge/experience.	Essential
Project Management / Programme Management qualification or equivalent knowledge/experience.	Desirable

Skills

Exceptional organisation and attention to detail skills.	Essential
A keen problem solver and team player, who can demonstrate the ability to be adaptable and flexible when working in a complex and fast-paced environment.	Essential
Good overall knowledge of Project Management and best practice methodologies.	Essential
Ability to work as part of a team and independently when required.	Essential
Excellent stakeholder management skills.	Essential
Exceptional communication skills.	Essential
Strong analytical and problem-solving skills.	Essential
Experience in supporting multi-vendor, including third party projects.	Desirable

Experience

Experience supporting complex projects.	Essential
Experience of working with stakeholders at different levels.	Essential
Good working understanding of MS Office suite, specifically Excel and PowerPoint.	Essential
Previous experience or understanding of MS Project (for web).	Desirable
Working in higher education sector.	Desirable
Experience supporting on digital or ERP projects.	Desirable
Experience of supporting administrative processes for internal and external resources.	Desirable

Project Support Officer



About our organisation

The Institute of Cancer Research, London, is one of the world's most influential cancer research institutions, with an outstanding track record of achievement dating back more than 100 years. Our mission is to make the discoveries that defeat cancer.

As well as being one of the UK's leading higher education institutions in research quality and impact, the ICR is consistently ranked as one of the world's most successful for industry collaboration. As a member institution of the University of London, we also provide postgraduate higher education of international distinction.

We are also a charity and rely on the support of partner organisations, funders, donors, and the general public.

[Read more](#) to find out more about our history, culture, and achievements, and how our funders, supporters and partnerships help drive forward our work.

Our values

The ICR has a highly skilled and committed workforce, with a wide variety of roles, each requiring different skills. But whether you work as a researcher, or work as part of our corporate team, your work and behaviour is underpinned by these six [values](#). They are what bring us together as one team – as 'One ICR'.



Our values set out how each of us at the ICR, works together to meet our mission – to make the discoveries that defeat cancer.

They summarise our desired behaviours, attitudes, and culture – how we value one another and how we take pride in the work we do, to deliver impact for people with cancer and their loved ones.”

Professor Kristian Helin
Chief Executive

