



**South Yorkshire  
Housing Association**  
Delivering quality local living

## JOB DESCRIPTION

<b>JOB TITLE</b>	<b>Project Assistant</b>
<b>Salary grade</b>	<b>3CDE</b>
<b>Department</b>	<b>Computer Services</b>
<b>Hours</b>	<b>37</b>
<b>Responsible to</b>	<b>Digital Implementation Lead</b>

### **MAIN AIM**

To coordinate and provide support both small- and large-scale business projects. Support the Project team to achieve positive outcomes across a program of projects and change; supporting the team in delivering on key objectives within the agreed timescales.

Perform administration tasks relating to ICT projects and act as a key point of contact for the business, liaise with key stakeholders to keep them informed throughout the lifecycle of ICT projects.

### **SPECIFIC DUTIES**

Schedule regular meetings and record decisions (e.g. assigned tasks and next steps)

Assist in the planning and co-ordination of all project and change activities; recording actions, arranging meeting rooms etc.

Maintain the ICT projects e -documents ensuring there is a change audit trail

Prepare and provide project updates to internal teams and key stakeholders, liaise with 3rd Party providers as necessary

Raise purchase orders and obtain quotes for events as required

Support the day to day roll out of the new projects and changes

Offer post go live support for new processes and systems.

Resolution of permission issues, password resets and simple workflow amendments for key systems used by the business

Record and track project issues/ requests in keeping with the departments service level targets using the Associations Helpdesk Software.

Ensure users are updated with status of the projects. Monitor performance and satisfaction levels and routinely report accordingly.

Development of e-learning and other training materials using software such as Camtasia

### **OTHER DUTIES**

To participate in continuous improvement processes for the department, including the development of work plans and targets.

To promote the Association's values and diversity policies and practices in all aspects of service delivery.

Ensuring the Association provides the best possible service in accordance with approved policies and service specifications to the Association's customers and partners.

To attend team meetings, supervisions and appraisals as required

To participate in training relevant to the post.

To be responsible for health and safety in the work place as defined by the Association's Health and Safety policy.

To undertake any other duties appropriate to the grade and purpose of the job which may be determined by an agreement with the post holder, management and appropriate trade union



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## CONDITIONS OF SERVICE

<b>Job Title</b>	<b>Project Assistant</b>
<b>Salary grade</b>	3CDE
<b>Hours</b>	37 hours per week
<b>Leave</b>	27 days annual leave, plus 8 statutory Bank Holidays and 4 additional days at Christmas, Easter, Spring and August Bank Holiday (pro rata if temporary or part time). The leave year runs from 1 April to 31 March.
<b>Pension</b>	You are eligible for membership of the Association's contributory pension scheme which is the Social Housing Pension Scheme (SHPS) subject to the trust deed and rules of SHPS. For more details please contact the HR Department.
<b>Unions</b>	SYHA recognises UNITE and UNISON, with whom the Association has entered into an agreement where union members have negotiating rights in relation to conditions of service.
<b>Job Share</b>	The post is open to job share.
<b>Location</b>	Wellington Street Office, Sheffield
<b>No smoking</b>	SYHA operates a no smoking policy within all our offices.



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**PERSON SPECIFICATION**

**JOB TITLE                      PROJECT ASSISTANT**

<b>Criteria</b>	<b>Essential</b>
<b>Professional Know-how &amp; Qualifications</b>	1. Previous experience working within a project team 2. Experience of office administration 3. Excellent communication and presentation skills 4. High degree of expertise in PowerPoint and proficient in MS Office/Excel/Office 365 5. Technically literate, familiar with Project software and the ability to learn new systems quickly
<b>Motivation</b>	6. Possess a positive “Can Do” solution focused attitude to fit in with a small team and build on the successes of this excellent A rated service. 7. Have a great customer service ethos, are proactive and have the ability to multi task in a fast-paced environment.
<b>Impact on Others</b>	8. Demonstrate the ability to deliver excellent customer service. 9. Ability to work as part of a team.
<b>Problem Solving</b>	10. Demonstrate genuine empathy for SYHA’s ICT users and an ability to communicate verbally and in writing with a wide range of individuals possessing varying levels of computer literacy. 11. Be an effective negotiator

	12. Ability to work with minimal supervision, manage their workload and changing priorities
	13. Ability to gather and analyse complex data
<b>Values</b>	14. Demonstrate strong commitment to diversity and equal opportunities
	15. Demonstrate a commitment to SYHA values
<b>Work Related Circumstances</b>	16. Willingness to work flexible hours
	17. Willingness to undertake training for personal development and professional qualifications as required.