

CAMPBELL
TICKELL

Project Support Officer



September 2024

Your application

Thank you very much for your interest in this post. On the following pages, you will find details of the role and the selection process, to assist you in completing and tailoring your application. In order to apply, you should submit:

- An up-to-date CV which shows your full career history – we recommend that this is no longer than two pages;
- A supporting statement explaining why you are interested in this role, demonstrating how you are a good candidate for this post and how you fulfil the person specification – we recommend that this is no longer than two pages;
- The declaration form, which is accessible via the role page on our website and includes space to indicate if you cannot attend any of the interview dates.

Please submit your completed application documents using the online form, which is accessible via our jobs page: www.campbelltickell.com/jobs. You will receive an email confirmation and see an onscreen confirmation message after submitting your application, but if you have any issues, you can call 020 3434 0990.

Do call me if you would like to have an informal discussion about the role and organisation, or if you have any other questions to help you decide whether to apply.

Kind regards,

Gemma Prescott

Senior Recruitment Consultant

07904 497 016

gemma.prescot@campbelltickell.com

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Welcome to CT

Dear Applicant,

Thank you for your interest in the Project Support Officer role.

It's an exciting time to join Campbell Tickell: we are a high profile and well-regarded consultancy in a number of sectors, including housing, social care, charities, government and sport and leisure. We are a major player in the fields in which we operate, undertaking a lot of cutting-edge work developing best practice in helping organisations perform better and helping individuals and communities take more control over their lives. We were recently ranked by Consultancy UK as one of the top housing consultancies in the UK, with a 'Diamond' rating, CT has also received Gold rankings for Local Government and for Non-Profits, as well as Silver in Public Safety. We have also recently become a certified B Corporation, assessed as meeting high standards of social and environmental performance, transparency, and accountability.

As a Project Support Officer, you will join a small but hard-working, friendly and supportive team. In this role, you will play a crucial role in supporting our directors and senior consultants in the successful delivery of projects for our clients across the number of sectors in which we operate. This role offers a unique opportunity to develop, working alongside and learning from experts in their field as well as scope to make the role your own.

You will get to deploy and develop a wide range of project support and management skills, including:

- Project planning, scheduling and coordination
- Managing project documentation and records
- Liaising with internal and external stakeholders
- Contributing to process improvement initiatives and providing performance updates
- Supporting with meeting preparation and logistics
- Providing general administrative and organisational support

To be successful in this role you will likely already have some administrative or project support experience, good people and internal customer care skills, well-organised and confident to suggest different ways of working. You will need to enjoy working at pace and on multiple projects at the same time with different Directors and Senior Consultants, each of whom has their own style and area of expertise. You will also need to be a self-starter who can take initiative and work independently.

Working with colleagues in other administrative and coordinating roles is also an important part of this role as we look to enhance our ways of working.

The staff who have joined us in recent years tell us that they value the supportive and engaging atmosphere at Campbell Tickell. We're a friendly team of people who care about our work and pride ourselves on what we do. There are plenty of social and well-being opportunities to get involved with, including run clubs, yoga classes and bake-offs!

Currently, the role is hybrid-working, and we require someone who enjoys working in the office for at least a couple days a week, but also has the autonomy to work from home. You may need to come into the office more if business need requires.

Please do read on to find out more about who we are as an organisation, and how you can be a part of our future. We look forward to hearing from you!

Yours sincerely,

Francesca Stanyer

Francesca Stanyer,

Policy and Research Team Manager

Who are we?

Campbell Tickell is a management consultancy, based in London, but operating throughout the UK and Ireland. The principal organisations we work with are housing associations, councils, supported housing and social care providers, charities, membership organisations, sports organisations, and central government agencies and departments.

Our services span: strategy and governance; business and financial planning; regulation and troubleshooting; business transformation; asset management and development; mergers and growth; regeneration and stock transfer; customer services; communications and public relations; organisational development, human resources and recruitment. Alongside our central team of around 45 employees, we have a national network of around 120 associate consultants, who work with us on a freelance basis.

We are a well-established practice, now in our twenty-fourth year. Over that time, we have worked with more than 1,000 organisations - government departments and agencies, trade bodies, councils, housing associations, care providers, health bodies, sports governing bodies, leisure trusts, charities, and commercial businesses. We are a recognised 'brand' in the housing and social care sectors in particular.

We have a fantastic first-time success rate in leadership recruitment; a high-quality consultancy offer; repeat and new clients; a strong market share with resources for expansion; and an unrivalled reputation for service quality and value. This adds up to a brand that speaks of reliability, quality, honesty, imagination and verve.

OUR CORE VALUES

- Truthful**
 - Telling it like it is – with tact
 - Challenging mediocrity
 - Seeking and offering constructive feedback from clients and colleagues
- Trusted**
 - Delivering work to a consistently high standard
 - Taking responsibility for our work and for CT
 - Taking ownership and putting things right
- Courageous**
 - Doing what's best, not what's easiest
 - Embracing challenges
 - Growing and developing, and supporting our clients in the same
- Creative**
 - Looking for new and improved ways of doing things
 - Bringing energy to our work
 - Proactively solving problems
- Collaborative**
 - Supporting our clients and each other
 - Communicating effectively with active listening
 - Sharing information and learning



A selection of reports published and documents contributed to by Campbell Tickell in 2021/2022.

Role profile

Reports to: Policy & Research Team Manager

Line management of: N/A

Purpose of the role

- To provide project and administrative support services for consultancy projects, working with Directors, Senior team and Partners where appropriate to ensure projects run smoothly and efficiently.
 - Contribute to the development and delivery of good project and office administration across the organisation.
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Key tasks

- Develop, maintain and update project documentation this may include timelines, budgets, risk logs, and meeting minutes. Support in ensuring agreed actions are followed up.
 - Assist with project planning and scheduling, including booking internal and external meetings with clients and other stakeholders, arranging travel, and managing project timelines.
 - Working with the Research Manager, the Bids and Tenders team and accounts, track live projects and provide analysis to Directors and Partners on performance.
 - Assist individuals with formatting of a range of documents such as reports, proposals, presentations, contracts etc, ensuring high quality version control.
 - Maintenance of project records - ensuring accurate and up-to-date documentation.
 - Collaborate with stakeholders to schedule project activities, aligned to project timelines
 - Carry out any other appropriate tasks as required by the Partners, Directors and other members of the Senior Team and other staff.
 - Contribute to general administrative tasks in the organisation and identify ways in which processes can be further improved.
 - Undertake all work in accordance with the company's key policies such as Equality and Diversity; Health and Safety; Data Protection etc.
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Person specification

ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Knowledge and experience	
<ul style="list-style-type: none"> • Degree level education or equivalent knowledge and understanding • Experience of project administration • Experience in analysing and summarising documents • Solid experience of MS Office applications, in particular Word, Excel, PowerPoint and Outlook • Experience of Power Bi (or willingness/ability to learn) 	<ul style="list-style-type: none"> • Experience of consultancy work • Experience of working in or with one or more of the following sectors: social housing, local government, central government • Experience in handling numerical/financial data sets
Skills and abilities	
<ul style="list-style-type: none"> • Ability to undertake and manage a range of projects simultaneously, so as to achieve consistent high standards of delivery within deadlines and budgets • Strong organisational and planning skills • Good written English, with the ability to express oneself clearly and succinctly • Articulate and friendly telephone style, able to maintain professional relationships • Good standard of numeracy • Able to handle and input data accurately and maintain office data systems • Able to work under pressure and prioritise work • Able to use own initiative to complete tasks 	<ul style="list-style-type: none"> • Ability to build strong business relationships with clients and other external stakeholders • Ability to design clear and attractive documents and presentations
Personal behaviour and style	
<ul style="list-style-type: none"> • Enthusiastic with a 'can do' approach • Willingness to be flexible and adapt to meet changing demands • Tactful, diplomatic and maintains strict confidentiality as required • Commitment to produce high quality work • Commitment to operate within the company's key policies as Equality and Diversity; Health and Safety; Data Protection etc. 	<ul style="list-style-type: none"> • Motivated to build and develop the role • Willingness to promote the organisation at external events including conferences and exhibitions

Key terms and conditions *(For information purposes only)*

The role

Project Support Officer

Work location

Our office location is in Clerkenwell, London (nearest stations Farringdon and Chancery Lane).

Under our hybrid working policy, you will be expected to work from our office location part of the time (normally two to three days per week). The remaining time you will be expected to work remotely, and we will provide the equipment needed to enable you to do that and access our systems.

Travel may occasionally also be required to any other offices of the company or clients' offices, meeting locations, conference venues etc. and other locations.

Reasonable travel and associated costs will be met for travel between offices and other necessary locations. We will not reimburse travel from home to our work location once this is secured.

Salary

Basic starting salary from £30k to £32k p.a. depending on experience.

Following successful completion of your probation (see below), you will be eligible for a bonus of up to 10% of basic salary per year. This is subject to (a) company financial performance, and (b) your individual performance, and bonus is not guaranteed. Note that it is not consolidated into your basic pay. The bonus is assessed and paid on a six-monthly basis, i.e. two payments of up to 5% of basic salary.

Salaries are reviewed annually with effect from 1st April. No increase is guaranteed.

Hours of work

The basic working week is 35 hours.

Where additional work is required above the basic working hours in any month, time off in lieu may be taken on dates agreed with the Partners and your line manager.

The basic annual leave entitlement is 25 working days (in addition to public holidays) for full-time working. This increases by one day per year, on the anniversary of your first day of employment, up to a maximum of 30 working days.

Pension and other benefits

The company offers a salary exchange pension scheme, with an employer contribution that matches employee contributions up to 5%.

The company offers health insurance for employees that have successfully completed their probation. This is available for employees and their dependents, and the company meets the cost of the premiums, though it is classed as a taxable benefit.

The company offers a death in service insurance, set at the equivalent of two years' salary.

Probationary period

The probationary period is six months, with probationary interviews at three and six months. In the event of the postholder's performance being judged as satisfactory, their employment could be confirmed at an earlier point.

In the event of performance not achieving a satisfactory standard, the probationary period may be extended for a further period, or the position may be terminated.

No smoking

A no smoking policy will operate in the office.

Notice period

During the probationary period, the notice period on either side is two weeks.

After successful completion of the probationary period, there will be one months' notice on either side.

Please note that an offer of employment will be subject to satisfactory references and ability to work effectively from home.

Recruitment Timetable

Interviews: ASAP

Shortlisted candidates will be invited to an interview and have the opportunity to meet the team. They will also have an opportunity to meet Directors and/or Partners. Prior to this, shortlisted candidates will be asked to complete an online assessment.

Interviews will be held at our offices in Farringdon.

Media advertisement



Project Support Officer
Circa £30 - £32k (plus up to 10% bonus)
Farringdon, London (Hybrid)



We are seeking an experienced Project Support Officer for our busy practice. We deliver a wide range of management consultancy and recruitment services across the public and non-profit sectors.

This role is to provide project and administrative support services for consultancy projects, working with Directors, Senior team and Partners where appropriate to ensure projects run smoothly and efficiently. It's busy, fast-paced and varied, so will suit if you like multi-tasking, autonomy and making an impact.

You will get to deploy and develop a wide range of project support and management skills, including:

- Project planning, scheduling and coordination
- Managing project documentation and records
- Liaising with internal and external stakeholders
- Contributing to process improvement initiatives and providing performance updates
- Supporting with meeting preparation and logistics
- Providing general administrative and organisational support

This is a friendly place to work: we place a high premium on being supportive, caring about work quality and rewarding success.

Please call Gemma Prescott on 02034340978 or 02031413937 for an initial discussion. You can find the job pack at www.campbelltickell.com/jobs.

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