



Job Profile

JOB TITLE	Project Support Officer
DEPARTMENT	Finance & Operations
JOB LEVEL & GRADE	
REPORTING TO	Head of Finance & Operations
DIRECT REPORT/S	No direct reports. Provides support to all departments
DATE	February 2018

JOB PURPOSE	
<ul style="list-style-type: none"> To support the implementation of CAHF's programmes through effective tracking of delivery milestones and through general administrative support 	

Key Result Areas	
Contract Administration	<ul style="list-style-type: none"> Enter SLA information into ERP system, allocating correct project codes Track expenditure milestones and payments Alert relevant SLT team member as deadlines approach
Records	<ul style="list-style-type: none"> Set up project files Introduce project admin practices and procedures, ensuring document control Maintain project files
Programme Tracking	<ul style="list-style-type: none"> Update project spending plan on regular basis Ensure payments are aligned to payment schedule Enter project milestones and deliverables into ERP system Alert SLT Heads as deadlines approach and track deliverables of milestones Identify potential problems where a deliverable/milestone is not likely to be reached and alert Head of Finance and relevant Departmental Head. Set up regular programme / project meetings as required
Programme Support	<ul style="list-style-type: none"> Maintain an effective overview of organisational capacity and demand to smooth, predict and manage demand 'pinch-points' (e.g. simultaneous deadlines; demands on rare skills across project) Provide support for the arrangement and management of study tours, seminars, workshops, and other meetings Back office support when staff are on mission General and flexible programme support to Senior Managers and the Team as required Pull together programme management briefing for SLT
Reporting	<ul style="list-style-type: none"> Support the Head of F & A in the preparation of narrative and financial reports for donors Generate status reports for management and Board as required Support MRM data collection/chasing to ensure timely meeting of funder requirements

Key Result Areas	
Board	<ul style="list-style-type: none"> Provide support in preparation of Board Meetings: generation of reports; follow-through on matters arising; compilation of Board packs; event management around Board meetings; and minute taking

COMPETENCY PROFILE	
Qualifications	Experience
<ul style="list-style-type: none"> Graduate (or matric with substantial administrative experience) 	<ul style="list-style-type: none"> At least 5 years project administrative experience Previous experience working with donor funding Previous exposure to bookkeeping Previous experience in working with project tracking systems
Key Skills & Attributes Required	
<ul style="list-style-type: none"> Bookkeeping Computer literacy (advanced) Client service & support orientation: Seeks information about needs; takes personal responsibility to ensure external and internal satisfaction despite time pressures and significant obstacles; develops on-going relations with clients (internal and external) Problem solving - Effectively resolves problems of a moderately complex nature; synthesises data from different sources; presents problem analysis and a recommended solution; proactively approaches others to obtain missing information; takes action to reconcile discrepancies Information management – establishes and maintains on-going procedures to collect, review and share information needed Interpersonal relationships – works well with others to create a conducive working environment; adapts own behaviour to working style of others Initiative - takes prompt and proactive action to accomplish objectives. Makes attempts to influence events to achieve goals; self-starters rather than accepting passively; takes action to achieve goals beyond what is required; proactive. Commitment to quality - sets high standards of performance for self. Assumes responsibility and accountability for successfully completing assignments or tasks; self-imposes standards of excellence rather than having standards imposed; demonstrates attention to producing a high quality service; Resilience & tenacity – Handles disappointment / rejection while maintaining effectiveness; stays with action until the desirable objective is achieved; Results focused - Stays focused on the efforts necessary to achieve quality results consistent with departmental goals. Demonstrates the ability to achieve effective results; demonstrates concern for the successful achievement of results; works persistently to overcome obstacles to goal achievement. Tolerance for stress - Maintains focus, control, stable performance and composure under pressure or opposition (such as time pressure or job ambiguity). Follow up - establishes plans and delivery dates; monitors progress of the team toward the accomplishment of performance expectations; gives timely, constructive, actionable feedback 	

APPROVAL	
Manager:	Employee:
Signature	Signature:
Date:	Date: