

MERSEYSIDE FIRE & RESCUE SERVICE

JOB PROFILE

MERSEYSIDE
FIRE & RESCUE
SERVICE

JOB TITLE:	Project Support Officer
SALARY GRADE:	Grade 7
JE REFERENCE:	A808
DIRECTORATE:	New Dimensions
TEAM:	New Dimensions 2 Programme
LOCATION OF WORK:	Merseyside
HOURS OF WORK:	35
DIRECTLY RESPONSIBLE TO:	Area Manager – New Dimensions

LEADERSHIP BEHAVIOUR LEVEL:	Leading Yourself
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MAIN JOB PURPOSE

The post holder provides essential administrative, coordination, and reporting support to ensure the successful delivery of project work on New Dimensions 2, working for Merseyside Fire & Rescue Authority (as Lead Authority), on behalf of Ministry of Housing, Communities and Local Government (MHCLG). The post holder will work closely with the New Dimensions 2 Programme Lead, Subject Matter Experts, Procurement, Finance, MHCLG Project Delivery Manager, and the Governance and Reporting Manager, and is responsible for maintaining accurate documentation, tracking progress, supporting governance processes, and facilitating effective communication across project teams. The Project Support Officer plays a key role in ensuring that projects are delivered on time, within scope, and in alignment with organisational standards.

KEY AREAS OF RESPONSIBILITY

- Working directly to the New Dimensions 2 Programme Lead Officer for MFRA, for project support.
- Liaison with MHCLG Project Delivery Management and Governance and Reporting Management on matters relating to deliverables, at agreed timings and frequency
- Liaise with relevant persons to ensure the sharing and publication of information in a timely manner, in line with protocol.
- Maintain registers, ensuring requests for updates are sent in accordance with reporting schedules and reports on progress are made available to line manager and department leads.
- Provide day-to-day administrative and logistical support to project teams.
- Maintain accurate project documentation, registers, and filing systems, maintain networked document storage locations, including indexing, version control and archiving.
- Assist in the preparation and monitoring of project plans, schedules, and milestones.
- Provide advice and assistance in relation to the management of projects
- Track project progress, highlighting risks, issues, and dependencies to the Project Manager.
- Prepare and distribute project reports, dashboards, and meeting minutes.
- Support budget monitoring, procurement processes, and resource allocation tracking.
- Maintain and update risk, issue, and change management logs.
- Coordinate project meetings, workshops, and stakeholder events, including agendas and actions.
- Act as a point of contact for project communications, drafting and circulating updates as required.
- Ensure compliance with organisational project management frameworks, policies, and quality standards.
- Assist line managers, ensuring reporting deadlines for Boards and teams are achieved.
- Ensure documentation is maintained in accordance with governance procedures.
- Provide support in the use and maintenance of project management tools and systems.

- Assist with audits, reviews, and lessons learned exercises.
- Undertake any other duties deemed suitable by Merseyside Fire and Rescue Authority commensurate with the grade of this role.

VALUES, BEHAVIOURS AND CODE OF ETHICS

As detailed in the Authority's CRMP, the Leadership Message clearly states our Values.

We serve with **Courage**

- By never settling for the status quo
- By being decisive and calm under pressure
- By having determination to see things through
- By being prepared to fail
- By celebrating diversity and being open to new opportunities and challenges
- By setting high standards and not being embarrassed for doing so
- By challenging ourselves to be better

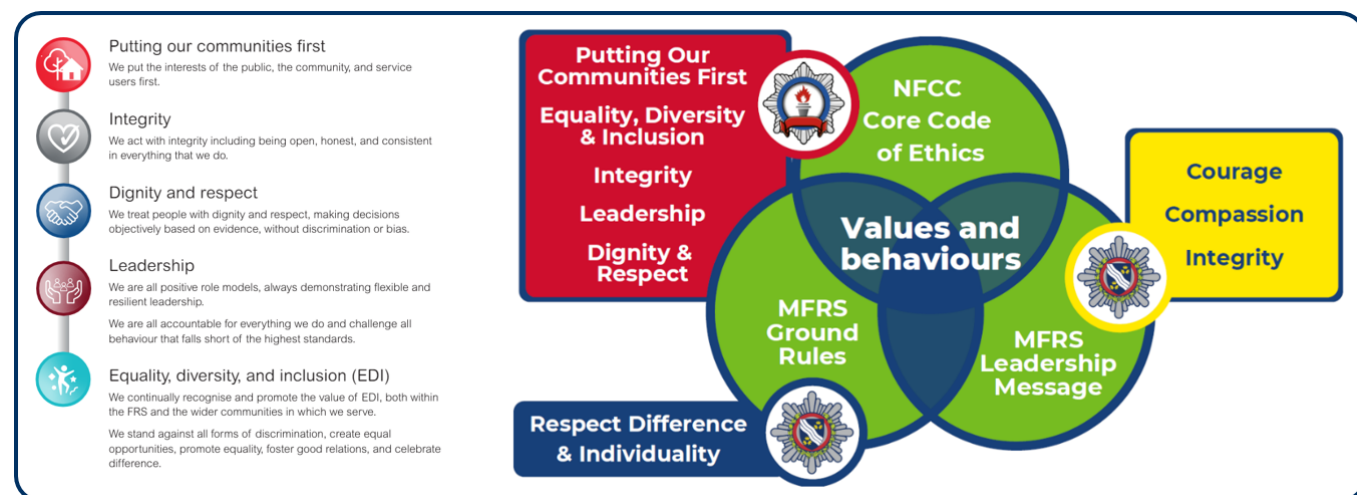
We serve with **Integrity**

- By doing the right thing even when it is hard or no one is looking
- By leading by example
- By standing up for what matters
- By being open, honest and fair
- By making decisions based on facts
- By explaining the why
- By being consistent
- By always doing what we say we are going to do

We serve with **Compassion**

- By acting with empathy and kindness
- By actively listening - hearing what is being said
- By going the extra mile to help
- By looking after and supporting each other, noticing what is going on for people
- By recognising each other's contribution
- By creating a sense of belonging
- By embracing and understanding difference

The National Core Code of Ethics for Fire & Rescue Services sets out five Key Principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour. The code is complemented by MFRA's Ground Rules, which outlines how we welcome difference and individuality, create a sense of belonging in the most inclusive way and provide some key, simple rules surrounding how we act.



LEADERSHIP BEHAVIOURS

LEADING YOURSELF

Personal Impact	I demonstrate Service values and behaviours.	I value inclusion and set a positive example to others.	I reflect on my own strengths and see the strengths of others (using colours).
Outstanding Leadership	I am an ambassador for the Service, taking pride and responsibility for the work we do and encouraging others to do the same.	I take responsibility and accountability for the quality of my own work.	I role model proactively, learning new skills and behaviours.
Service Delivery	I find out about my local community risks & associated behaviours to ensure we are offering the best service.	I plan ahead and prioritise my work, managing my time effectively to get things done.	I work to foster trust with others & build constructive working relationships to achieve goals.
Org. Effectiveness	I know what the key organisational goals are and how I contribute.	I work within the organisation's policies, procedures and processes.	I continuously seek to improve my performance & share my ideas.

Date job profile prepared / revised:

21/08/25 – Dave Watson

MERSEYSIDE FIRE & RESCUE SERVICE

PERSON SPECIFICATION



**MERSEYSIDE
FIRE & RESCUE
SERVICE**

Job Title:	Project Support Officer	Team:	New Dimensions 2 Programme
Salary:	Grade 7	Directorate:	New Dimensions

QUALIFICATIONS & TRAINING		ESSENTIAL/DESIRABLE	ASSESSED BY
	Evidence of Continuous Professional Development (CPD)	E	PD
	Project Management training/qualification (e.g. PRINCE2 foundation)	D	PD
KNOWLEDGE & EXPERIENCE		ESSENTIAL/DESIRABLE	ASSESSED BY
	High attention to detail and accuracy in documentation and reporting.	E	A & I
	Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and familiarity with project management documentation (plans, programme schedule, risk logs etc.)	E	A & I
	Experience of working in team-oriented environment with a collaborative approach to supporting project delivery.	D	A & I
	Understanding of project management methodologies (e.g., PRINCE2, Agile, or other)	D	A & I
	Knowledge of risk, issue, and change management processes.	D	A & I
	Awareness of budgeting, procurement, and financial monitoring	E	A & I
	Familiarity with governance and compliance requirements in project delivery.	D	A & I
SKILLS & ABILITIES		ESSENTIAL/DESIRABLE	ASSESSED BY
	Strong organizational and time-management skills with the ability to manage multiple priorities.	E	A & I
	Excellent verbal and written communication skills for engaging with diverse stakeholders.	E	A & I
	Ability to analyse data and prepare clear reports and dashboards.	E	A & I
	Strong problem-solving skills with the ability to escalate issues appropriately.	E	A & I
	Flexible and adaptable, with a proactive approach to tasks and challenges.	E	A & I
WORK RELATED CIRCUMSTANCES		ESSENTIAL/DESIRABLE	ASSESSED BY
	A commitment to model our values and behaviours; promoting a culture which embraces collaboration, inclusivity, high performance and wellbeing, striving to make a real difference to the communities we serve.	E	A & I
	Meet the medical and fitness standard required for the role	E	MFRS
	Basic / Standard / Enhanced Disclosure Barring Service check (verification of unspent criminal records will be undertaken in the form of a basic/ standard / enhanced disclosure barring service check)	E	MFRS

A	Application	I	Interview	PD	Produce Documentation	MFRS	If successful & conditionally offered the role, MFRS will complete
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