



Project Support Officer

Operational Services

Salary: £25,405 - £30,003 (Band 5)

Location: Linea

Who we are

When you think about it, water is the most basic human need. So what we do at Welsh Water is incredibly important – we give three million customers safe, clean water, take away their dirty water and help to protect our beautiful environment.

It's an awesome responsibility, and we have to earn our customers' trust every single day. Being the only not-for-profit company in the utilities sector is certainly a good start. Every single penny we make goes back into looking after their water and environment, rather than going to the pockets of shareholders.

Welsh Water operates a complex technology environment across our Clean Water and Waste Water estate, including information, communications and operational technologies (OT) 2000 users and 5,000 assets, supported and monitored 24/7 by our Smart Hub team. We need to harness our ability to extract maximum benefit from investments in OT and to ensure that our systems, processes and supporting architecture are resilient. Cyber Security is an increasing concern for any organisation but is of particular importance to Welsh Water as a regulated provider of Critical National Infrastructure with a vision to 'earn the trust of our customers every day'.

What you will do

The Project Support Officer will be the custodian of the OT Cyber Security suite of projects. The role will be at the centre of the programme of work and will be heavily relied upon to make things run as smooth possible. You will be the person that makes things happen.

Your experience of project management will be key to ensuring that methods, standards and processes are maintained throughout the project lifecycle. As well as, developing and supporting effective communication between teams and maintaining progress on risks and issues and change control records. This is a challenging and rewarding role with an opportunity to progress and develop your career.

What we offer

We know that if our employees are happy, our customers are happy. That's why we offer a great benefits package. As one of the biggest companies in Wales, our reward and benefits package includes:

- ◆ Generous Pension Plan
- ◆ 25 days annual leave plus public holidays
- ◆ Cycle to Work scheme
- ◆ Colleague Reward Scheme (Bonus)
- ◆ Childcare Voucher Scheme

Interested?

Please send your CV and cover letter to our Recruitment Team - recruitment@dwrcymru.com by **midday on 23rd May**.

The Declaration Form, available at www.dwrcymru.com/careers should also be completed and submitted.

Project Support Officer

Reports to: OT Programme Manager

Working hours: Full time (37hr per week)

What you'll be responsible for

1. Work in close partnership with the OT Programme Manager, Project Manager, Technical Information Security Officer (TISO) and Project Work Stream Leads to facilitate successful delivery of the OT Cyber Security projects.
2. Help drive OT Cyber Security projects forward from planning to implementation. The actions of the job holder actions will directly influence the efficiency, quality, timeliness and cost-effectiveness of the projects.
3. Monitoring project schedule, preparing progress reports, and liaising with key stakeholders, planning, risk and issue management
4. Co-ordinating the production of all reports and produce monthly project summary reports for OT Cyber Security projects.
5. Track project progress against a baseline schedule
6. Undertake any other administrative tasks as specified by the OT Programme Manager and Project Manager.

Who you'll be working with

Internal

- OT Programme Manager
- Project Manager/s
- Technical Information Security Officer (TISO)
- Project Work Stream Leads

About you

Knowledge, Skills and Experience	Essential	Desirable
Demonstrate experience of supporting a work stream, project or programme throughout all project lifecycle stages.	•	
Experience and demonstrable knowledge of working in a dynamic, fast-paced project environment.	•	
Experience of using MS Office, particularly Excel and PowerPoint specifically for creating reports/presentations, converting data using pivot tables, tracking financial information).	•	
Strong written and oral communication skills and demonstrable experience of engaging confidently with stakeholders of all levels using different methods.	•	
Strong customer service focus.	•	

Project Support Officer

Experience of working in a team-oriented, collaborative environment demonstrating flexibility, drive and initiative required to support projects effectively.	•	
Capability to consistently produce high quality work with an attention to detail and without requiring constant direction.	•	
Aptitude for working within a very busy, dynamic working environment, managing own workload and balancing competing demands for support.	•	
Experience of operating within monthly reporting cycles which require the tracking and production of report packs for senior stakeholders.	•	
Experience of using software tools to plan and track project activities (a sound understanding of the principals of project tracking is more important than experience with a specific software tool).	•	

Dwr Cymru Welsh Water is an Equal Opportunities Employer.