



TRINITY HOUSE

ROLE PROFILE

PROGRAMME SUPPORT OFFICER

JOB PURPOSE

To provide administrative, coordination and governance support to the Triton Programme, Trinity House's Digital, Data and Technology (DDaT) transformation programme.

The postholder will play a key role in supporting the smooth running of the Programme Office, ensuring meetings are organised, actions are tracked, programme documentation is maintained and reporting information is accurate and up to date.

Working closely with the Digital Transformation Lead, Head of IT, Programme Managers, Communication & Engagement Officer, Organisational Development Lead and wider programme stakeholders, the role will support delivery of projects and workstreams spanning digital transformation, information management, data and AI, organisational development and technology-enabled change.

KEY RESPONSIBILITIES	Programme Administration	• Provide day-to-day administrative support across the Triton Programme. • Maintain programme documentation, filing systems and records. • Support production and distribution of programme papers and reports. • Manage programme calendars, meetings and appointments. • Maintain programme contact lists and stakeholder directories.
	Governance & Meetings	• Organise Programme Board, Programme Review Group, Working Group and workshop meetings. • Prepare agendas and meeting packs. • Attend meetings and produce accurate minutes and action logs. • Track actions, decisions, risks and issues and follow up with action owners. • Maintain programme governance records and audit trails.

	Reporting & Information Management	• Support production of programme highlight reports and dashboards. • Coordinate programme risk and issues registers, RAID logs, action trackers and milestone plans. • Ensure information is stored in accordance with organisational policies and records management requirements. • Support document version control and publication processes.
	Stakeholder Coordination	• Coordinate meetings with internal teams and external suppliers. • Support communication activities, workshops and engagement events. • Assist with arranging venues, online meetings and logistics.
	Procurement & Finance	• Support administration of programme purchase orders, invoices and supplier documentation. • Assist with procurement exercises and supplier onboarding activities.
	Training & Adoption Support	• Work with Programme Managers and the Organisational Development Lead to coordinate training activities associated with the Programme. • Support the scheduling, administration and monitoring of training, workshops and awareness sessions to help staff adopt new systems, processes and ways of working.
	General	• Support multiple projects and workstreams across the Triton Programme. • Provide flexible administrative and coordination support as programme priorities evolve. • Undertake additional responsibilities within the scope of the role.
ENTRY REQUIREMENTS	Skills and experience	• Experience providing administrative or project support within a programme, project or operational environment. • Experience organising meetings, workshops and stakeholder events. • Experience maintaining records, trackers and documentation. • Strong organisational and time management skills. • Excellent written and verbal communication skills. • Good attention to detail and accuracy. • Experience using Microsoft Office applications including Outlook, Word, Excel, PowerPoint and Teams. • Ability to manage multiple priorities and work independently. • Experience producing meeting minutes and action logs. • Strong customer service and stakeholder management skills
	Qualification	• Educated to A-Level standard or equivalent experience

	(essential)	
	Qualification (desirable)	• Project, programme or business administration qualification. • PRINCE2 Foundation or equivalent • Microsoft Office or Microsoft 365 certification
	Professional Competencies	• Planning & Organisation • Communication & Stakeholder Support • Governance & Administration • Information Management • Attention to Detail • Customer Focus • Team Working • Continuous Improvement