

BUSINESS SUPPORT & PMO COORDINATOR

ROLE SUMMARY

- The Business Support & PMO Coordinator will support the smooth running of Business Operations by helping to maintain structure, organisation and consistency across internal processes, documentation, reporting, office coordination and operational administration.
- The role will provide broad business support across areas such as governance, delivery assurance, contracting support, internal reporting, SharePoint documentation, office maintenance and team coordination. Alongside this, the role will support the development and day-to-day running of the PMO function, including maintaining Jira boards, action logs, dashboards and project-related trackers.
- This is a hands-on coordination role suited to someone organised, proactive and comfortable working across multiple teams. The successful candidate does not need to be a senior PMO leader, but they will need to be self-motivated, confident asking questions and able to take ownership of recurring processes.
- This is a full-time hybrid role, with the expectation that the successful candidate will work 3 days per week in the office.

KEY RESPONSIBILITIES

- The Business Support & PMO Coordinator will maintain key business records, trackers, reports, action logs and SharePoint documentation, ensuring information is accurate, organised and easy to access.
- The role will support internal meetings by helping prepare information, capture actions and follow up with stakeholders. It will also support resource and financial tracking through data input, regular updates and basic reporting support.
- The role will help improve internal ways of working by identifying where processes, records or reporting could be clearer, more consistent or easier to maintain. As required, the role may also support governance, delivery assurance, contracting activity, internal reporting and PMO coordination.
- PMO responsibilities will include supporting Jira board maintenance, updating dashboards, maintaining project-related trackers and helping ensure that actions, decisions and delivery updates are captured clearly.
- The role will also include office coordination and maintenance responsibilities, including supporting meeting room readiness, monitoring office supplies, raising facilities issues and helping maintain a professional working environment.

WORKING STYLE

- The role would suit someone who enjoys bringing order to busy or developing environments. The successful candidate should be reliable,



detail-focused and confident managing multiple tasks, deadlines and stakeholders.

- They should be comfortable following up on actions, asking questions where information is unclear, and balancing structured desk-based work with practical office coordination tasks.

SKILLS AND EXPERIENCE

Essential

- Experience in business support, administration, operations coordination, project support, PMO coordination or a similar role.
- Strong organisational skills and attention to detail.
- Confidence maintaining trackers, reports, documents, records and action logs.
- Good working knowledge of Microsoft Office, particularly Excel, Word, PowerPoint and Outlook.
- Experience using Microsoft Teams and SharePoint.
- Ability to manage multiple tasks, priorities and deadlines.
- Confidence following up on actions and chasing information professionally.
- Good written and verbal communication skills.
- Ability to work across multiple teams and business areas.
- A proactive approach to improving how work is organised, tracked and reported.
- Confidence asking questions where information is unclear.
- Comfortable supporting office coordination and general office maintenance activity.

Desirable

- Experience using Jira, particularly maintaining boards, dashboards, tickets or delivery information.
- Experience supporting governance, delivery, PMO or project-related processes.
- Experience supporting internal meetings, governance meetings or senior team meetings.
- Experience with resource tracking, financial tracking or capacity reporting.
- Experience producing or maintaining management information, dashboards or reporting packs.
- Awareness of project delivery methods, including Agile, Scrum or waterfall delivery.
- Experience supporting delivery assurance, contracting support or wider business operations.
- Experience with process improvement, documentation or standardising ways of working.
- Experience helping maintain office systems, supplies, facilities actions or shared working spaces.

SUCCESS IN THE ROLE

- Success in this role will mean that Business Operations are better organised, easier to manage and better supported day to day. Records,



- reports, actions, trackers and documentation will be more reliable, easier to find and require less manual chasing.
- Over time, the role should help reduce administrative pressure on senior team members, improve internal coordination and create better visibility of work, actions, decisions and progress across Business Operations and PMO activity.
- The role should also help ensure that day-to-day office needs, supplies, meeting spaces and facilities-related actions are managed in a more organised and consistent way.

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