



### Role Profile

<b>Position Title</b>	Project Support
<b>Role Holder</b>	
<b>Reports To</b>	Project Manager – Senior Manager
<b>FCA/PRA Approved Person Category(ies)</b>	No
<b>Date</b>	May 2024

### Overall role

- To assist Office of CEO Project Managers (PMs) successfully deliver projects to support RiverStone International’s strategy and vision through the effective and efficient management and delivery
- Provides administrative assistance to the wider Office of the CEO team as required
- To represent the business externally with consultants and vendors
- Have an awareness of the Treating Customers Fairly (“TCF”) and Conduct Risk strategies
- Have an awareness of Data Protection legislation, including the Data Protection Act and the General Data Protection Regulations

### Key Responsibilities and Competencies

- To assist Office of CEO Project Managers (PMs) successfully deliver projects to support RiverStone International’s strategy and vision through the effective and efficient management and delivery, including:**
- Oversee the project reporting cycle to ensure PMs have completed reporting in a timely fashion and complete an initial Quality Assurance check of reports prior to review by the senior leader.
  - Support PMs to ensure projects are being delivered in adherence with RiverStone’s project governance processes - i.e. project documentation completed and signed off, plans and risk and issue logs are in place and maintained.
  - Support PMs and workstream leads to define and maintain accurate project milestone tracking, communicating any variances to the PM.
  - Provide project meeting assistance through meeting scheduling, preparing draft agendas and documenting minutes/actions.
  - Assist the PM with User Acceptance Test management and monitoring, providing particular assistance with administrative tasks.
  - Ensure project level KPI and PIs are accurately tracked.
  - Liaise effectively with 3rd parties and partners involved in project execution in conjunction with the PM.
  - Assist the PM in project closure by producing draft documentation and collating lessons learned and follow on activity.
  - Identify opportunities for process improvements with central project governance.

**Provides administrative assistance to the wider Office of the CEO team as required**

**Represents the business externally with consultants and vendors**

**Have an awareness of the Treating Customers Fairly (“TCF”) and Conduct Risk strategies**

**Have an awareness of Data Protection legislation, including the Data Protection Act and the General Data Protection Regulations**

*On a temporary or permanent basis you may be required to undertake other duties in addition to, or in substitution of, those listed in this role profile*

#### **Direct Reports**

No

#### **Internal Relationships**

Office of the CEO

Project Resources such as Workstream Leads from departments across the business

#### **External Relationships**

External vendors and 3<sup>rd</sup> parties relating to allocated projects

#### **Authority to Act for the Company**

None

#### **Conduct Rules**

The regulatory Conduct Rules set minimum standards of individual behaviour in financial services:

- You must act with integrity
- You must act with due care, skill and diligence
- You must be open and cooperative with the FCA, the PRA and other regulators
- You must pay due regard to the interests of customers and treat them fairly
- You must observe proper standards of market conduct where applicable
- All Conduct Rules staff to ‘act to deliver good outcomes for retail customers’ where the activities of the firm fall within the scope of the Duty

#### **Conduct Standards**

All employees are expected to abide by the RiverStone Code of Conduct

#### **Competence – Experience**

- Proven experience of working in a project delivery environment, e.g. running small projects or departmental initiatives, working alongside an experienced PMs providing project support and administrative assistance, or working in a PMO team



- Experience of using Microsoft office tools
- Comfortable interacting with senior stakeholders
- Desire to develop career towards a Project Manager role in the longer term
- Delivery focused with excellent organisational skills
- Diligent and accurate documentation background
- Experienced in scheduling meetings and managing inputs/outputs to meetings

**Knowledge**

- Understanding of Project Management concepts
- Understanding of Insurance and Run-Off - desirable
- Desire to work towards an industry PM qualification or accreditation in the longer term (e.g. PRINCE2, PMQ)
- Energetic and driven with a flexible 'can do attitude'
- Team player with consistent collaborative and partnering style

**Skills**

- Self-starter and ability to take initiative
- Proactive, highly inquisitive and willingness to learn from a team of experienced project managers
- Excellent verbal and written communication skills
- Intermediate Microsoft office skills including Word, PowerPoint, Excel and Outlook
- Open to feedback
- Excellent organisational skills
- Ability to manage own time

Confirmed as an accurate description of the function

.....  
Role Holder

Date .....

.....  
Manager

Date .....