UKROEd ROLE PROFILE
Digital Support Officer (Project Mapp)

JOB TITLE:	Digital Support Officer (Project MApp)
CONTRACT	12 - month fixed- term
RESPONSIBLE TO:	Digital Programme Manager
LOCATION:	Homebased
HOURS	37.5 pw
SALARY	£41,000 per annum
CLOSING DATE	4th January 2026
TO APPLY	Email CV and Covering letter to recruitment@ukroed.org.uk
VETTING REQUIRED	NPPV (Level 3)

About UKROEd

UKROEd Ltd is a private, not-for-profit company responsible for the delivery, management and administration of the National Driver Offender Retraining Scheme (NDORS) on behalf of the Police service. It is the operating company of the Road Safety Trust and is committed to the education and training of drivers who commit low level traffic offences.

UKROEd values and respects each individual employee, client and customer and is committed to promoting equal opportunities throughout its workforce. As such, all relevant applicants will receive consideration for employment without regard to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

Overview of the role

UKROEd is introducing a new company wide business system called MApp based on Microsoft Dynamics and Power Apps. MApp will impact all areas of UKROEd business and require effective engagement with a wide range of internal and external stakeholders. This Digital Project Support Officer will play a key role in supporting the implementation of Project MApp. Part of the Digital and Data Services team, the post holder will be responsible for maintaining high-quality project documentation, facilitating agile and digital delivery processes and ensuring alignment with organisational policy and procedure.

Principal Duties and Responsibilities

Project Administration	
1.	Maintain and update digital project documentation, including RAID logs, sprint artefacts, backlogs, and digital delivery plans.
2.	Support agile delivery processes by coordinating stand-ups, sprint reviews, retrospectives, refinement and planning sessions, acting as scrum master when required.
3.	Use digital project management tools (e.g., Jira, Azure DevOps, Confluence) to maintain accurate and timely records.
4.	Support financial tracking for digital products and services, including licence management and digital procurement activities.
5.	Coordinate diaries, meetings, workshops, and project events, including logistics and documentation.
6.	Handle general project correspondence and maintain version control of documents.
7.	Support financial administration, including tracking budgets, processing invoices, and raising purchase orders.
Project & Delivery Management	
8.	Support management of the product backlog as required.
9.	Independently project manage small work packages and/or individual sprints from time-to-time as required.
Reporting & Governance	
10.	Support project/ programme reporting to provide visibility of progress, risks, dependencies, and benefits across digital initiatives.
11.	Assist in maintaining digital governance documents and reports to ensure compliance with and successful navigation of the internal Digital Gateway Process (e.g., stage gates, approval forms, change requests).
12.	Work with colleagues across the business to ensure Digital project governance documents, reporting templates, procedures and policies remain aligned with UKROEd's overarching policy framework.
13.	Provide support and guidance in refining digital governance and reporting templates and procedures where gaps are identified.
Stakeholder and Communication Support	

14.	Act as a first point of contact for digital project queries, providing clear and timely responses.
15.	Support change communication between the digital project team, business units, and external stakeholders.
16.	Build and maintain strong relationships with stakeholders to ensure alignment on digital project objectives.
17.	Draft and circulate project communications, updates, and briefing materials.
18.	Assist with stakeholder engagement activities, including user groups, acceptance testing and onboarding of digital tools.
Meeting & Secretariat Support	
19.	Schedule and coordinate project meetings and working groups in accordance with approved Terms of Reference.
20.	Prepare agendas, capture minutes, track action points, and follow up with responsible parties.
21.	Provide administrative support to project boards and senior leadership as required.

UKROEd Person Specification
Digital Support Officer (Project Mapp)

Job Related Knowledge	**Essential** Knowledge of: • The application of digital project management principles, methodologies, and best practices (e.g., Scrum Agile, or PMBOK). • Digital project lifecycle concepts such as user stories, backlogs, sprints, and iterative delivery. • Reporting and dashboarding requirements to support decision-making and project oversight. • Digital governance, data handling requirements, and technology change processes. • UX, Digital product lifecycle, or basic software development concepts • GDPR principles
Experience	**Essential** • Experience supporting digital or technology-focused projects or programmes. • Experience maintaining digital project documentation using cloud-based tools • Experience producing or supporting dashboards, metrics, or analytics for digital delivery reporting. • Experience supporting agile teams or working in an agile environment. • Demonstrated ownership of assigned tasks and accountability for the quality of work delivered. • Experience working with central project management systems or tools to manage data and documentation. • Evidence of attention to detail and the ability to ensure completeness and correctness in records.
Skills and Aptitudes	**Essential** • Confidence working with digital tools and cloud-based platforms. • Ability to manage project data, ensuring accuracy, structure, and version control. • Ability to translate technical updates into clear, accessible project information.

	• Strong collaboration skills when working with technical, analytical, and non-technical stakeholders. • Excellent organisational and time-management skills with strong attention to detail. • Strong written and verbal communication skills. • Ability to manage multiple priorities and meet deadlines. • Ability to work both independently and collaboratively within a team. • Strong problem-solving skills and ability to escalate issues appropriately. • Experience administrating digital tools (e.g., Jira Fundamentals, Power BI basics, ADO training).
Qualifications	• Certification or training in Agile (e.g., Agile Foundation, Scrum Fundamentals) or digital PMO / PM methodologies.