

Post Title:	Technical and Project Support Assistant		
Salary Range:	£24,500 - £25,500		
Responsible To:	TBC	Staff Managed:	None
Draft at this Stage:	NO	Date of Issue	01/04/2024

Job Description

Responsibilities

Job Purpose

The role will be based at the Cyrrus main office in Thirsk, North Yorkshire and shall contribute to the timely delivery of aviation related projects throughout the UK and overseas. The role is split between Technical and Project Management related tasks.

The role will be required to have a basic knowledge in cartography (Maps) and AutoCAD. Knowledge of Geodesy and experience of working in the different global Projections would also be considered an advantage. Although not considered as an essential prerequisite, the role would suit an individual with an interest in or experience of aviation. Initially the incumbent will undertake various design support functions including aeronautical charting, construction of 3-D models.

Technical Assistant

Using specialist software tools, CAD and geographic map data, the Technical Assistant will contribute and be responsible for the timely delivery of aviation assessments. The assessments will be used by the Company Principal Consultants to provide Technical Safeguarding services in the UK and overseas.

The job context includes:

- Producing diagrams and explanatory text.
- Planning and control of allocated work stream schedules to ensure on-time delivery to customers.
- Liaison with customers, developers and Local Planning Authorities.

Leadership Skills

This role will not manage staff and does not have any staff reporting to it.

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Competency Skills

Following a period of training on the Cyrrus ATM and Technical Safeguarding methodology the incumbent will be responsible for:

- Supporting the ATM Operations division in related administrative tasks including document control and records.
- Develop basic CAD drawings in support of project requirements.
- Use 3D GIS models to produce data and graphics for inclusion in reports.
- Develop 3D terrain models for Line-of-Sight assessments.
- Undertake training and demonstrate competency in the use of specialist computer modelling and simulation tools.
- Run computer simulations of radio navigation systems for technical safeguarding assessments, facility siting, and system design.
- Develop and maintain internal databases as directed.
- Provide support to other staff members in the delivery of services.
- Assist in the development of safeguarding processes and procedures for Cyrrus and external customers.
- Attend customer sites, as directed, in the UK and overseas to provide on-site support and expertise while work is being undertaken by Cyrrus staff, customers or their contractors.
- Provide diagrams, text and draft routine safeguarding reports.
- Exercise appropriate control and maintenance of databases and design records in accordance with Cyrrus Quality assurance and quality control processes.

Project Assistant

The main purpose of the role will be to assist the Project Lead/Manager with the project management administrative support such as project plans, schedules and deliverables within the organisation and contribute to the timely delivery of aviation related projects throughout the UK and overseas. Responsible for assisting the Project Leads/Managers with administrative tasks such as but not limited to:

- Listing Project Milestone and Events for quotations.
- Producing draft Project Schedules with Work Packages.
- Describing Work Package task to internal staff and customers.
- Drafting routine Project Reports for internal management and customers.
- Planning Project Meeting with associated Agendas.
- Making notes for Project and Technical Meetings.
- Attend customer sites, as directed, in the UK and overseas to provide on-site support and expertise while work is being undertaken by Cyrrus staff, customers or their contractors.

Responsible for assisting the Project Leads/Managers with administrative tasks such as but not limited to:

Any other associated task where you are deemed to have the suitable qualifications and skill sets to provide a satisfactory result.

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Skills & Knowledge

- Excellent communication in English and presentation skills both written and verbal.
- Proactive and action oriented.
- Ability to prioritise work requirements according to task importance and timescales.
- Ability to develop solutions as well as identify problems.
- Ability to work on own Initiative without close supervision.
- Ability to analyse documents and define action plans to resolve identified issues.
- Ability to monitor budgets and provide basic reports on finances.
- Been able to multi-task effectively when faced with inputs from project consultants and customers.
- Solid level of understanding of Office 365; including, Word, Excel, Viso, Projects, PowerPoint.
- An understanding of project management systems.

Qualifications and Experience

Experience within a project management environment.

Prince2 Qualification or working towards within 2 years.

Degree or equivalent or working towards within 5 years.

Experience in the use of Microsoft Office suite, in particular Projects, Word and Excel.

Recent experience of manipulating Geodesic models and mapping in a 3D design environment.

Occupational Skills

- Self-motivated.
- Able to demonstrate a customer service focus.
- Ability to manage own workload and deliver on multiple projects/tasks simultaneously.
- Organised approach to the work.
- Ability to work under the pressure of deadlines and manage priorities.
- Attention to detail.
- Presents data/information in an accessible, clear format suitable for a varied audience.
- Analytical.

Other Requirements

- Willing to undertake recurrent and additional professional training courses.
- Have the unrestricted right to live and work in the UK.
- Be in possession of a full UK driving licence.
- To support the wider business as and when required.

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Business Management Requirements

The role is responsible for:

- Operating within a clearly defined QMS/EMS.
- Adhering to company policies and procedures.
- Promotion of Customer Focus.
- Drafting Project Quality Plans

Customer Service

Offer the best level of service to customers and behave in a way that gives them confidence in our capability. Customers will be treated as individuals, with respect for their diversity, culture and values.

Data Protection (GDPR)

Comply with the Cyrrus policies and supporting documentation in relation to GDPR and Confidentiality.

Health and Safety (H&S)

- Be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure;
- To work with colleagues and others to maintain health, safety and welfare within the working environment.

Equalities

- Within own area of responsibility work in accordance with the aims of the Equality Policy Statement;
- Commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect, human rights and working with others to keep vulnerable people safe from abuse and mistreatment.

Flexibility

Cyrrus provides front-line services which recognises the need to respond flexibly to changing demands and circumstances. Whilst this outline job description provides a summary of the key aspects of the role, this may need to be adapted or adjusted to meet changing conditions. Such changes would be commensurate with the grading of the post and would be subject to consultation. All staff are required to comply with Cyrrus Policies and Procedures and be willing to serve extended period away from the office commensurate with project requirements.

